



Environmental Assistance Services For Small Businesses

A Resource Guide

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NOTE: The material presented in this *Resource Guide* is current as of its publication date. For revised and updated information on a specific topic, please check with the contact person or visit the web site listed. This *Resource Guide* is available at www.epa.gov/sbo.

INTRODUCTION

In the Fall of 1999, EPA issued *Aiming for Excellence*, a report developed by the EPA Innovations Task Force to identify actions the Agency should undertake to accelerate environmental progress and encourage stewardship. One of the areas identified by the Task Force was the need to assess the value and accessibility of EPA's many hotlines, clearinghouses and other support functions available for small businesses.

At the recommendation of the Task Force, the EPA's Small Business Division/Small Business Ombudsman inventoried the Agency's suite of environmental services for small businesses to produce this first edition of *Environmental Assistance Services for Small Businesses: A Resource Guide*. The *Guide* lists the many services available, including hotlines, clearinghouses, web sites, virtual assistance centers, training, television broadcast programs, publications, guidance documents, fact sheets, brochures, newsletters and many other printed communications. Additionally, state programs and trade associations provide a very important resource by working with EPA to help small businesses meet their environmental responsibilities efficiently and effectively.

Producing this *Resource Guide*, which will assist small businesses, state programs and small business assistance providers, is only the first step. We must now evaluate our assistance resources and by working in partnership with other public and private sector assistance providers, small businesses and EPA program offices, determine ways to improve our services to the small business community.

We would like to encourage your suggestions and comments on services in this *Resource Guide*. If you used a resource that was not helpful or could be improved, let us know. If you have recommendations on additional resources that would assist the small business community, we want to know. You will find a Feedback Form on page 45 of this *Resource Guide* or if you prefer, e-mail your comments to Karen Brown, EPA's Small Business Ombudsman, at brown.karen@epa.gov.

How to Obtain Additional Copies of the Resource Guide

Additional copies of this document can be obtained from:

Small Business Ombudsman
U.S. Environmental Protection Agency
Ariel Rios Building MC 1808
1200 Pennsylvania Ave., NW
Washington, DC 20460

Telephone: 800-368-5888
202-260-0490
Fax: 202-401-2302

Electronic copy: www.epa.gov/sbo

SMALL BUSINESS-SPECIFIC SERVICES

EPA assists small business customers in numerous ways. Assistance is available through mechanisms such as: (1) the Small Business Division/Small Business Ombudsman's Office and Hotline; (2) Regional Small Business Liaisons; (3) technical and programmatic EPA employees throughout EPA headquarters and regional offices; (4) a variety of communication mechanisms such as hotlines, clearinghouses, newsletters, publications, and web sites; and (5) compliance assistance centers, training, and education programs.

Small Business Division & Small Business Ombudsman

As home to the **Small Business Ombudsman (SBO)**, EPA's **Small Business Division** serves as small entities' port of entry to the Agency. The Division is EPA's focal point for small-business-related activities and programs. The Division, under EPA's Small Business Ombudsman, Karen V. Brown, supports small businesses within the Agency. Information is available about the SBO and this Division at www.epa.gov/sbo. The SBO's efforts on behalf of small businesses include:

- Advocate for small business' needs, interests, and concerns related to regulatory issues and relief inside EPA
- Coordinate small business issues with program offices, regions, and states
- Develop guidance and policies for small businesses
- Resolve disputes between small businesses and EPA dealing with policies and regulations
- Operate a Small Business Hotline (callers may remain anonymous) 800-368-5888
- Support the Small Business Environmental Home Page with access to news and events, small business assistance, compliance assistance, publications, videos, funding help, industry sector assistance, small business initiatives/policies, pollution prevention/ISO 14000 information, contact lists, and links useful to small businesses (www.smallbiz-enviroweb.org)
- Participate on regulatory development work groups representing small business interests
- Promote education and outreach to small businesses
- Coordinate meeting with the Deputy Administrator and Small Business Trade Associations
- Provide to small business copies of 350 publications, regulations, guidance, and tools listed in *Publications for Small Businesses* (call 800-368-5888 or 202-260-0490)
- Receive and respond to questions and complaints related to asbestos regulatory requirements
- Manage contracts, grants, and cooperative agreements to strengthen State Small Business Ombudsman Technical Assistance Programs
- Oversee CAAA State Section 507 Programs (technical assistance, ombudsmen, Compliance Advisory Panel) and submit a Report to Congress on their status.

The Ombudsman's office prepares a semi-annual ***Small Business Ombudsman Update*** with current information on regulations, programs, assistance, contact names and numbers, and other environmental information of special interest to small businesses. The *Update* also provides the status of high visibility Agency actions as well as State programs and initiatives. Free copies can be obtained by calling 800-368-5888 or viewed at www.epa.gov/sbo.

The Small Business Division is revising its **Small Business Strategy** to highlight policies and approaches that can help the Agency achieve its goals in a way that is relevant to the small business community. The revised Strategy will integrate an awareness of small business into all of the Agency's core functions, paying special attention to the potential impact that our regulatory activities may have on small businesses and identifying alternative ways they can meet and even exceed the requirements of our regulations. Contact Andy Teplitzky at 202-260-4088.

Office of the Small Business Division/Small Business Ombudsman Contacts

Main Office Number		202-260-0490
Toll-free Hotline		800-368-5888
Small Business Ombudsman	Karen Brown	202-260-1390
Air; Asbestos; Water	Arnold Medbery	202-260-1787
Asbestos; Lead; Radon	Larry Tessier	202-260-1946
Hazardous Waste; TRI; EPCRA	James Malcolm	202-260-1616
Water	Tom Nakley	202-260-1863

Legislation for Small Business

Congress enacted the Regulatory Flexibility Act (RFA) in September, 1980, to ensure EPA and other federal agencies considered a rule's impact on small businesses before promulgation. It also gives small entities a voice when EPA makes policy determinations in shaping its rules. In March, 1996, the Small Business Regulatory Enforcement Fairness Act (SBREFA) became law, amending and strengthening the RFA. SBREFA serves to foster a government environment that is more responsive to small business and other small entities.

Six Key Aspects of SBREFA:

SBREFA contains six key areas of regulatory reform:

- **Regulatory Compliance Simplification:** Federal agencies must develop compliance guides written in plain English to help small businesses understand how to comply with regulations that may have an effect on them. Agencies must also develop a program for providing small entities with informed guidance on complying with applicable laws and regulations.
- **Equal Access to Justice Amendments:** Under certain circumstances, small businesses can recover attorneys' fees and court costs in a court or administrative hearing, even when they lose.
- **Congressional Review:** Congress has provided itself with a process by which it can review and, if necessary, disapprove regulations with which it takes issue.
- **Regulatory Enforcement Reform of Penalties:** Each regulatory agency must establish a policy to reduce and, where appropriate, even waive civil penalties for minor violations under certain circumstances.
- **Small Business Advocacy Review Panels:** For proposed rules subject to the Regulatory Flexibility Act, EPA must solicit input from the small businesses that will be subject to the rules and make these findings public. This process is aided by the SBA's Office of Advocacy and the Office of Management and Budget.
- **Oversight of Regulatory Enforcement:** Aida Alvarez, the SBA Administrator, appointed Gail McDonald as the Small Business and Agriculture Regulatory Enforcement Fairness Ombudsman on February 1, 2000. She also permitted the members of 10 Regional Regulatory Fairness Boards to assist the National Ombudsman in receiving small businesses' comments about enforcement activities of federal regulatory agencies. The five Fairness Board members appointed in each region are small business owners and operators.

Subtitle B of SBREFA created the National Ombudsman and 10 Regional Fairness Boards to provide small businesses with the opportunity to comment on enforcement activity by federal regulatory agencies. Through this provision, Congress and the President have provided a way that small businesses can express their views and share their experiences about federal regulatory activity.

The National Ombudsman and the Fairness Boards receive comments about federal compliance and enforcement activities from small businesses, and report these findings to Congress every year. The report will give each agency a kind of "customer satisfaction rating"

by evaluating the enforcement activities of regulatory agency personnel and rating the responsiveness to small business regional and program offices of the regulatory agencies.

Regulatory Enforcement Ombudsman

- P Receive comments from small business on compliance and enforcement actions
- P Review small business concerns
- P Report annually to Congress

10 Regional Fairness Boards

- P Members are small business owners/operators
- P Report to the National Ombudsman about comments and issues specific to their region
- P Contribute to the annual report to Congress.

For additional information about SBREFA, the National Ombudsman or the Regulatory Fairness Boards, call SBA's toll free line (888-REG-FAIR or 888-734-3247) or visit www.sba.gov/regfair.

EPA SBREFA Activities

To ensure more meaningful small business input in the regulatory development process and to foster a government environment that is more responsive to small business and other small entities, EPA has implemented RFA/SBREFA compliance programs, including enhanced outreach efforts to small businesses. The Agency's Informal Guidance Program for small entities includes the Asbestos and Small Business Ombudsman at Headquarters who serves as a "first stop shop" for multi-media compliance information; Regional small business liaisons who serve as local resources; various hotlines and clearinghouses which are available to small entities; and technical and program staff located throughout both Headquarters and Regional offices who are available to answer questions in their subject area or who refer small entities to the appropriate State and local resources.

Additionally, EPA has considered more than 140 of the Review Panels' recommendations to address the particular concerns of regulated small entities. EPA's Office of the Small Business Advocacy Chair (Tom Kelly 202-564-4000) manages pre-regulatory, interagency panels to review Regulatory Flexibility issues and helps coordinate all of the Agency's small business activities, including those aimed at compliance assistance. That Office also provides guidance, training, record keeping, reporting, and general support in implementation of the RFA/SBREFA throughout the Agency. It also provides coordination and support for the Panel process and advises EPA's program offices on how the RFA/SBREFA Panel process can fit into their rulemaking schedule, how to involve SBA and OMB in the process, and the implications of the results of their screening analysis.

EPA produces a Tracking Report which follows the development of rules in which small entities may be interested, or which have the potential to affect them. The report also tracks the status of rules which maybe subject to certain procedural requirements under the RFA/SBREFA. You can get a copy of the EPA Tracking Report: Rules Affecting Small Entities from the Small Business Ombudsman (800-368-5888 or 202-260-0490) or from EPA's Small Business Advocacy Chair web site at www.epa.gov/sbrefa. More information about SBREFA and other environmental laws and issues applicable to small business is available from the following contacts, or at www.epa.gov/sbrefa and www.epa.gov/smallbusiness/regs.htm.

SBREFA Advocacy Chair	Tom Kelly	202-564-4000
SBREFA Panels	Stuart Miles-McLean	202-564-6581
SBREFA 213-223 (Office of Enforcement & Compliance)	Fran Jones	202-564-7043
SBREFA - General (Office of Enforcement & Compliance)	Carolyn Dick	202-564-4007
Small Business Legislative Issues	Tom McCully	202-564-6582
Small Communities	Shirley Howard	202-564-6571
Small Business Issues (Office of Congressional & Intergovernmental Relations)	Michelle McKeever	202-564-3688

Assistance Programs

The **State Small Business Assistance Program (SBAP)** was established to provide technical assistance to small businesses at the state level in response to requirements in the Clean Air Act Amendments of 1990 (CAAA). Each state program is required to include three components: (1) appointment of a State Small Business Ombudsman; (2) establishment of a comprehensive small business assistance program; and (3) appointment of a seven-member State Compliance Advisory Panel. The intent was to assist small businesses in meeting the CAAA's requirements. In recent years, many of the programs expanded to include other environmental areas including water and waste. The State Ombudsman acts as an advocate for the small business community in matters that affect it under the Clean Air Act. The Small Business Assistance Program is the technical and administrative support component within the state government. The State Compliance Advisory Panel, which includes four small business owners or representatives, determines the overall effectiveness of the state SBAP. Information about the SBOs and SBAPs for any state at www.smallbiz-enviroweb.org/sbap.html or www.epa.gov/ttn/sbap/offices.html. State program web sites, such as those for SBAPs as well as state environmental agencies (including pollution prevention programs and compliance assistance programs), can be accessed at: www.smallbiz-enviroweb.org/seasbapweb.html. State Ombudsmen and Technical Assistance Directors are listed below.

SMALL BUSINESS OMBUDSMEN AND TECHNICAL ASSISTANCE DIRECTORS

<u>STATE</u>	<u>OMBUDSMAN</u>	<u>PHONE</u>	<u>TECH. ASST. DIR.</u>	<u>PHONE</u>
AL	Blake Roper	(334) 394-4335 (N) (800) 533-2336	Mike Sherman	(334) 271-7873 (N) (800) 533-2336
AK	Tom Turner (Acting)	(907) 269-7582 (800) 510-2332		
AZ			Jack Bale	(602) 207-2254 (S) (800) 234-5677 x 4337
AZ Maricopa County			Richard Polito	(602) 506-5102
AR			Joe Bob Garner	(501)682-0866
CA	Kathleen Tschogl	(916) 323-6791 (S) (800) 272-4572	Peter Venturini	(916) 445-0650 (S) (800) 272-4572
CA South Coast AQMD	Tim Brown	(909) 396-3235 (S) (800)388-2121	Larry Kolczak	(909) 396-3215 (S)(800)388-2121
CO	Cathy Heald	(303) 692-2034 (S) (800) 886-7689	Nick Melliadis	(303) 692-3175 (N) (800) 333-7798
CT	Tracy Babbidge	(860) 424-3382 (S) (800) 760-7036		
DE	To be Announced	(302) 739-6400		
DC	Sandra Handon	(202) 535-1722	Olivia Achuko	(202) 535-2997
FL	Elsa Bishop	(850) 414-8399 (S) (800) 722-7457	Elsa Bishop	(850) 414-8399 (S) 800-722-7457
GA			Anita Dorsey-Word	(404) 362-4842
HI	Patrick Felling	(808) 586-4528	Robert Tam	(808) 586-4200
ID	Sally Tarowsky	(208) 373-0472		
IL	Don Squires	(217) 785-1625 (S) (888) 372-1996	Roslyn Jackson	(217) 524-0169 (S) (800) 252-3998

<u>STATE</u>	<u>OMBUDSMAN</u>	<u>PHONE</u>	<u>TECH. ASST. DIR.</u>	<u>PHONE</u>
IA	Linda King	(N) (515) 242-4761 (S) (800) 358-5510	John Konefes	(319) 273-8905 (S) (800) 422-3109
IN	Erika Seydel-Cheney	(317) 232-8598 (S) (800) 451-6027	Cheri Storms	(317) 233-1041 (S) (800) 451-6027
KS	Janet Neff	(785) 296-0669 (N) (800) 357-6087	Richard Nelson	(785) 532-4999 (N) (800) 578-8898
KY	Rose Marie Wilmoth	(502) 564-2150 x128 (N) (800) 926-8111	Gregory Copley	(606) 257-1131 (N) (800) 562-2327
LA	Jim Friloux	(225) 765-0735 (S) (800) 259-2890	Dick Lehr	(225) 765-2453 (S) (800) 259-2890
MA				
MD	Don Jackson	(410) 631-3165 (S) (800) 633-6101 x 3772	Andrew Gosden	410-631-4158 (S) (800) 633-6101 x4158
ME	Ron Dyer	(207) 287-4152 (S) (800) 789-9802	Roy Krout	(207) 287-8550 (S) (800) 789-9802
MI	Dana Cole	(517) 241-3518	Dave Fiedler	(517) 373-0607 (N) (800) 662-9278
MN	Charlie Kennedy	(651) 297-8615 (S) (800) 985-4247	Troy Johnson	(651) 296-7767 (S) (800) 657-3938
MO	Angie Heffner	(573) 751-3222 (N) (800) 361-4827	Byron Shaw	(573) 526-6627 (N) (800) 361-4827
MS	Jesse Thompson	(601) 961-5167 (N) (800) 725-6112	Randy Wolfe	(601) 961-5166 (N) (800) 725-6112
MT		(406) 444-2960 (N) (800) 433-8773	Warren Norton	(406) 444-5281 (N) (800) 433-8773
NC	Edythe McKinney	(919) 733-0823 (N) (800) 829-4841	Tony Pendola	(919) 733-0824 (N) 800-829-4841
NE	Tom Franklin	(402) 471-4266		
NH	Rudolph Cartier	(603) 271-1379	Rudolph Cartier	(603) 271-1379
NJ	Lauren Moore	(609) 292-3863 (N) (800) 643-6090	Chuck McCarty	(609) 292-3600
NM	Sandra Ealy	(505) 827-9685 (N) (800) 810-7227	Lany Weaver	(505) 827-0042 (N) (800) 810-7227
NV	Marcia Manley	(775) 687-4670 x3162 (S) (800) 992-0900	Janet Goodman	(775) 687-4670 x3164 (S) (800) 992-0900 x4670
NY	Paul Higgins	(212) 803-2280 (N) (800) 782-8369	Marian. Mudar, Ph.d	(518) 457-9135 (S) (800) 780-7227
ND	Jeff Burgess	(701) 328-5153 (S) (800) 755-1625	Tom Bachman	(701) 328-5188 (S) (800) 755-1625
OH	Mark Shanahan	(614) 728-3540 (S) (800) 225-5051	Rick Carleski	(614) 728-1742
OK	Steve Thompson	(405) 702-7100	Alwin Ning	(405) 702-6100
OR	Paul Burnet	(503) 229-5776 (S) (800) 452-4011	Jill Inahara	(503) 229-6147 (S) (800) 452-4011

<u>STATE</u>	<u>OMBUDSMAN</u>	<u>PHONE</u>	<u>TECH. ASST. DIR.</u>	<u>PHONE</u>
PA	Gene Delvecchio	(717) 772-8951	Cecily Beall	(215) 656-8709 (N) (800) 722-4743
PR	Luis Velez	(787) 384-8614	Maria Rivera	(787) (787) 294-0101
RI			Pam Annarummo	(401) 222-6822 x7204 (S) (800) 253-2674
SC	Phyllis Copeland	(803) 898-3997 (N) (800) 819-9001	James Robinson	(803) 898-3981 (N) (800) 819-9001
SD	Joe Nadenicek	(605) 773-3836 (S) (800) 438-3367	Tim Rogers	(605) 773-3151 (S) (800) 438-3367
TN	Ernest Blankenship	(615) 532-6262 (N) 800-734-3619	Linda Sadler	(615) 532-8012 (N) (800) 734-3619
TX	Israel Anderson	(512) 239-5319 (N) (800) 447-2827	Tamra Shae-Oatman	(512) 239-1066 (N) (800) 447-2827
UT	Stephanie Bernkopf	(801) 536-4479 (N) (800) 458-0145	Ron Reece	(801) 536-4091 (N) (800) 270-4440
VT			Judy Mirro	(802) 241-3745 (S) (800) 974-9559
VA	John Daniel	(804) 698-4311 (S) (800) 592-5482	Richard Rasmussen	(804) 698-4394 (S) (800) 592-5482
VI		(Marylyn A. Stapleton	(340) 774-3320 x5167
WA			Bernard Brady	(360) 407-6803
WV	Dave Bassage	(304) 558-5929 x203	Fred Durham	(304) 926-36474 (S) (800) 982-2474
WI	Pam Christenson	(608) 267-9384 (N) (800) 435-7287	Renee Lesjak	(608) 267-6153 (N) (800) 435-7287
WY	Dan Clark	(307) 777-7388	Charles Raffelson	(307) 777-7347

Note: (S) = State (N) = National

Compliance Assistance Centers are innovative virtual (telecommunications based) centers which help small and medium-size businesses understand and comply with federal environmental regulatory requirements. Tracy Back (202-564-7076) serves as EPA's contact for the Centers.

Ten Compliance Assistance Centers have been sponsored by EPA as of Fall, 2000. To reach all the centers, access the Internet at www.assistancecenters.net. Brief descriptions of each, as well as individual web sites, are listed below:

- National Metal Finishing Resource Center
Provides comprehensive environmental compliance, technical assistance and pollution prevention information to the metal finishing industry. www.nmfrc.org
- Printer's National Compliance Information Assistance Center (PNEAC)
Provides compliance and pollution prevention fact sheets, case studies, and training, as well as two e-mail discussion groups on technical and regulatory issues. www.pneac.org or 888-USPNEAC (888-877-6322)
- CCAR GreenLink™ (Automotive Compliance Information Assistance Center)
Helps the automotive service and repair community identify flexible, common sense ways to comply with environmental requirements. www.ccar-greenlink.org

- National Agriculture Compliance Assistance Center
Serves as the “first stop” for information about environmental requirements that affect the agriculture community.
www.epa.gov/oeca.ag or 888-663-2155
- ChemAlliance (Chemical Manufacturers)
Provides innovative web site features to direct chemical manufacturers to information resources and plain-language compliance material. www.chemalliance.org
- Local Government Environmental Assistance Network (LGEAN)
Serves as a “first-stop-shop” by providing environmental management, planning, and regulatory information for local government officials, managers and staff. www.lgean.org or 877-TO-LGEAN (877-865-4326)
- Paintings and Coatings Resource Center
Provides regulatory compliance and pollution prevention information to printed wiring board manufacturers, industry vendors and suppliers, and others. www.paintcenter.org
- Printed Wiring Board Resource Center
Provides regulatory compliance and pollution prevention information to organic coating facilities, industry vendors, suppliers, and others. www.pwbrc.org
- Transportation Environmental Resource Center (TERC)
Provides compliance assistance information for each mode of transportation - air, shipping and barging, rail, and trucking.
www.transource.org or 888-459-0656
- Federal Facilities Compliance Assistance Center (FedSite)
The “first-stop” for information about environmental laws and regulations that affect Federal departments and agencies.
www.epa.gov/oeca/fedfac/cfa

EPA’s **Small Business Compliance Policy**, revised Spring 2000, is intended to promote environmental compliance among small businesses by providing incentives for voluntary discovery, prompt disclosure and correction of violations. Under this policy, EPA will eliminate or reduce civil penalties provided the small business satisfies certain criteria. Additional information about the revised Policy is available from Ginger Gotliffe at 202-564-7072 or at www.es.epa.gov/oeca/smbusi.html.

EPA’s Office of Enforcement and Compliance Assurance has established the **Clean Air Act Compliance Assistance Enforcement Policy for Small Businesses**. This policy provides small businesses with a limited grace period to correct violations revealed during requested assistance from a State Small Business Assistance Program established under Section 507 of the Clean Air Act Amendments. Additional information about the policy can be obtained by requesting Item 1-13 from EPA’s Small Business Ombudsman’s Office. Call 800-368-5888 or 202-260-1211; there is no charge for the publication.

The **Small Business Environmental Home Page** (www.smallbiz-enviroweb.org/compliance.html) provides access to additional compliance assistance tools including regulatory updates focused on small business, a general regulatory calendar, and links to state environmental agencies, SBAPs, and funding information, as well as to regulatory search sites. The Home Page contact is Audrey Zelanko (412-577-2649).

The **Small Business Ombudsman Update**, published semi-annually, is an excellent source of environmental information of special interest to small businesses. The *Update* provides the status of high visibility actions, and descriptive and contact information for EPA as well as State programs and initiatives. Copies can be obtained at no charge by calling 800-368-5888 or visiting www.epa.gov/sbo.

Publications for Small Businesses is a list of publications compiled to help small businesses and other interested parties understand environmental trends, requirements, and regulations. This list, and the publications cited, are free and are available from EPA’s Small Business Ombudsman at 202-260-0490 or 800-368-5888 or at the web site www.epa.gov/sbo.

EPA’s Office of Policy, Economics, and Innovation is home to the Agency’s **Reinvention Initiatives** which include a number of programs and activities of particular interest to small businesses:

- *Environmental Management Systems* provide information on policies, tools, and case studies related to EMS use and development. Call Dave Guest at 202-260-0571 or access www.epa.gov/ems.
- *National Environmental Performance Track* is a voluntary recognition program for companies that achieve high levels of environmental protection. Call toll-free 888-339-PTRK or access www.epa.gov/performance-track.
- *Partners for the Environment* is a collection of voluntary programs that are available to help participants improve environmental performance. Call Rebecca Nachtrieb at 202-260-7423 or see www.epa.gov/partners.

- *Project XL* and *XL Communities* are experimental projects designed to test alternative regulatory strategies that promise better environmental and public health protection than that provided through existing regulations. Check www.epa.gov/projectxl or contact Donna Perla at 202-260-0495.
- *SBREFA* offers expanded opportunities for small entities to participate in the development of certain regulations. Call Tom Kelly at 202-564-0400 or see www.epa.gov/sbrefa.
- The *Small Business Ombudsman* serves as the gateway for small businesses to contact EPA and an internal advocate for small business interests within the Agency. Call Karen Brown at 202-260-0490 or use the toll-free Hotline 800-368-5888, or access www.epa.gov/sbo.
- *Stakeholder Involvement* is highlighted through mechanisms and tools designed to increase the public's role in environmental decision-making and to make their involvement more meaningful. More information is available at www.epa.gov/stakeholders.

Through the **Sustainable Industry Program**, EPA works in partnership with selected industry sectors (composed predominantly of small businesses) to devise new and better ways to reduce pollution and conserve resources. The Sustainable Industry Program aims to provide incentives and remove barriers for companies to continuously improve their environmental performance, while easing the costs and burdens of regulation. Contact Bob Benson at 202-260-8668 or visit www.epa.gov/sustainableindustry/.

Design for Environment (DfE) helps business incorporate environmental considerations in the design of products, processes, and technical management systems and examine cross-media impacts, energy and resource use, and the risks from unregulated hazardous chemicals. To learn more, call John Sparks at 202-260-1682 or access www.epa.gov/dfe.

Energy Star Small Business is designed to foster efforts to achieve superior energy performance and prevent air pollution while increasing the value of a small business. For Energy Star information, visit www.epa.gov/energystar or call 888-STAR YES (888-782-7937) or contact Jerry Lawson at 202-564-9314 or Dona Canales-Higgins at 202-564-1353.

EPA's efforts in support of **Pollution Prevention (P2)** are centered in the Office of Pollution Prevention and Toxics (OPPT). OPPT works to promote pollution prevention both inside and outside the Agency in several ways, such as using voluntary pollution reduction programs, engaging in partnerships, providing technical assistance, funding demonstration projects, and incorporating cost-effective pollution prevention alternatives into regulations and other initiatives. More information is available from Dave Kling at 202-260-3557 or at www.epa.gov/p2.

The **Pollution Prevention Resource Exchange (P2Rx)** is a network of nine regional pollution prevention centers that offer a variety of resources, including information for specific industry sectors, training, libraries, referrals, and research. P2Rx provides information that is easily accessible and easy to search; collects, synthesizes and updates technical information; and identifies experts and other sources of information. Contact Jini Cook at 217-244-6553 or via e-mail at jcook@wmrc.uiuc.edu or visit www.epa.gov/p2/p2rxfact.htm.

P2Rx Contacts:

Regions 1-2 (ME, NH, VT, MA, CT, RI, NY)
Andy Bray
617-367-8558 x 306
www.newmoa.org

Region 8 (CO, MT, ND, SD, UT, WY)
Dr. Michael P. Vogel, Director
406-994-3451
www.montana.edu/wwwpeaks

Regions 3-4 (NC, SC, VA, DE, NJ, WV,
GA, KY, TN, MS, FL, AL, MD, PA)
John Calcagni
919-715-6534
wrrc.p2pays.org

Region 9 (AZ, CA, HI, NV)
Isao Kobashi
408-566-4560
www.westp2net.org

Region 5 (MN, WI, IN, OH, MI, IL)
Deb Jacobson
630-472-5019
www.glrppr.uiuc.edu

Region 10: (WA, ID, OR, AK)
Catherine Dickerson
206-223-1151
www.pprc.org

Region 6 (TX, NM, OK, AR, LA)
Eddie Gonzalez
915-747-6273
www.p2.utep.edu

Islands (HI, AS, GU, PR, VI)
Jackie Miller
808-956-7361
www2.hawaii.edu/~wrrc/IslandsP2.html

Region 7 (IA, NE, KS, MO)
Rick Yoder, PE
402-472-1183
www.p2.ric.org

Support from EPA Regions

EPA Regional Offices have designated liaisons and ombudsmen to help small businesses and states within their geographical area with issues related to environmental compliance, regulations, and programs.

EPA Regional Regulatory Small Business Liaisons:

Region 1 (CT, ME, MA, NH, RI, VT)	Dwight Peavy	617-918-1829
Region 2 (NJ, NY, PR, VI)	John Wilk	212-637-3918
Region 3 (DE, DC, MD, PA, VA, WV)	Toll Free or David Byro	800-221-8711 215-814-5563
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	Annette Hill	404-562-8287
Region 5 (IL, IN, MI, MN, OH, WI)	Glynis Zywicki	312-886-4571
Region 6 (AR, LA, NM, OK, TX)	Toll Free or David Gray	800-887-6063 214-665-2200
Region 7 (IA, KS, MO, NE)	Janette Lambert	913-551-7768
Region 8 (CO, MT, ND, SD, UT, WY)	Robert Laidlaw	303-312-7064
Region 9 (AZ, CA, HI, NV, AS, GU)	Mark Samolis	415-744-2331
Region 10 (AK, ID, OR, WA)	Bill Dunbar	206-553-1203

EPA Office of Solid Waste and Emergency Response/Superfund Ombudsmen:

Headquarters (Washington, D.C.)	Bob Martin	202-260-5715
Region 1 (CT, ME, MA, NH, RI, VT)	John Smaldone	617-918-1291
Region 2 (NJ, NY, PR, VI)	TOLL FREE	888-283-7626
	George Zachos	732-321-6621
	Martin Freeman	732-906-6933
Region 3 (DE, DC, MD, PA, VA, WV)	TOLL FREE	800-438-2474
	Ken Kryszczun	215-814-3311
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	TOLL FREE	800-241-1754
	Kathleen Curry	404-562-9548
Region 5 (IL, IN, MI, MN, OH, WI)	TOLL FREE	800-621-8431
	Doug Ballotti	312-886-4752
	Jeff Clay	312-353-6261
Region 6 (AR, LA, NM, OK, TX)	TOLL FREE	800-533-3508
	Arnold Ondarza	214-665-6790
Region 7 (IA, KS, MO, NE)	TOLL FREE	800-223-0425
	Craig W. Smith, P.E.	913-551-7683
Region 8 (CO, MT, ND, SD, UT, WY)	TOLL FREE	800-227-8917 x6025
	Sonya Pennock	303-312-6600
Region 9 (AZ, CA, HI, NV, AS, GU)	TOLL FREE	800-231-3075
	Sally Seymour	415-744-1022
	Debbie Schechter	415-744-2178
Region 10 (AK, ID, OR, WA)	TOLL FREE	800-424-4372
	Lauri Hennessey	206-553-6638

EPA Region 1's **New England Environmental Assistance Team (NEEAT)** helps New England small businesses involved in printing, wood furniture manufacturing, metal finishing, or auto repair/auto body business, with compliance and ways to cut pollution and waste. Call 800-906-3328 for more information. Call 617-918-1718 for a copy of *Financing Pollution Prevention Investments: A Guide for Small and Medium-Sized Businesses*.

EPA Region 3's **Business Assistance Center**, a non-regulatory office offering fast answers to the regulated community's questions, also helps explore new options and ways to eliminate waste and improve competitiveness. Assistance is available to small and mid-sized businesses in the Mid-Atlantic states (DE, DC, MD, PA, VA, WV). Also available: *Grasping for Air, The Small Business Guide to Key Federal & State Air Regulations*. Call 800-228-8711 or visit the Center's web site: www.epa.gov/region03/sbac.

Training for Small Businesses

EPA Small Business Training is a national outreach effort which provides industry-specific telecasts, videotapes, and manuals on air rules affecting small businesses. Contact Dennis Doll at 919-541-5693 or visit www.epa.gov/oar/oagps/eog/sbt.html.

The **National Environmental Training Center for Small Communities (NETCSC)** improves the public health and environmental conditions of the nation's small communities by providing training and training-related information and referral services in the areas of wastewater, drinking water, and solid waste. Call 800-624-8301 or visit www.estd.wvu.edu/netc/netcsc_homepage.html.

Funding Opportunities

EPA's **Financing Guide for Recycling Businesses** is designed to make the process of identifying and securing new sources of capital for new and expanding recycling enterprises more efficient. Contact Cathy Bruneske at 703-308-7898 or visit www.epa.gov/docs/epaoswer/non-hw/recycle/finguide/index.htm

EPA's Office of Research and Development (ORD) manages the **Small Business Innovation Research (SBIR)** program to fund development and commercialization of new environmental technologies. Competitive solicitations covering air and water pollution control, solid and hazardous waste management, pollution prevention and environmental monitoring are issued annually. Approximately 40 Phase I technologies are funded with \$70,000 awards for 6 months. Phase I winners are invited to participate in Phase II solicitation from which about 10-15 Phase II technologies are funded with up to \$295,000 over two years. Abstracts of awards, previous solicitations and various publications are available through the website at www.epa.gov/ncerga/sbir, the SBIR Helpline at 800-490-9194, or from Jim Gallup at 202-564-6823.

The **Small Business Gateway** (www.epa.gov/smallbusiness) web site provides information for small businesses interested in saving money and funding sources, as does the Small Business Environmental Home Page (www.smallbiz-enviroweb.org/funding.html).

The **Small Business Administration's (SBA) Financing** programs and services assist clients in starting a business, developing a business plan, obtaining short- and long-term financing, marketing, and managing. SBA also provides management and technical assistance, business planning, financing, and access to federal contracts. Four types of SBA lending and equity investment programs are available: the 7(a) Loan Guaranty Program; the 7(m) MicroLoan Program (loans up to \$25,000); the 504 Certified Development Company Loan Program; and the Small Business Investment Company Program. A full description of SBA programs and loans, SBIR solicitations, regional offices, and SBA lenders is available through a direct modem connection via 800-697-4636, or connect via the internet at www.sbaonline.sba.gov. 800-8-ASKSBA (800-827-5722) directs callers to their nearest SBA District Office.

EPA's **Environmental Finance Program for Small Communities** provides assistance in a community's search for creative approaches to funding an environmental project. EPA provides financial technical assistance to the regulated community and advice and recommendations to the Agency on environmental finance issues, trends, and options. A web page of environmental financial tools is available at www.epa.gov/efinpage or 202-564-1151.

EPA's brochure entitled ***Solid Waste Funding: A Guide to Federal Assistance*** describes a variety of funding sources for solid waste research and management programs available to State and local governments, the general public and small businesses. Most of the funding available from EPA is in the form of grants and cooperative agreements. To order copies of this brochure, call the RCRA Hotline at 800-424-9346. For more information on EPA grant/cooperative agreement guidance, applications, and procedures, contact the EPA Grants Administration Division at 202-564-5315 or access the web site at www.epa.gov/epaoswer/osw/topics.htm.

Small Business Procurement

EPA's **Office of Small and Disadvantaged Business Utilization (OSDBU)** develops policy related to procurements and provides technical and management assistance to small, disadvantaged business enterprises, women-owned entities, Alaskan Indian/American Natives and HBCUs. For further information regarding procurement opportunities, contact the OSDBU main office at 202-564-4100 or Trina Porter at 202-564-4322. OSDBU's National Training Officer is Elaine Rice, 202-564-4141 or visit www.epa.gov/OSDBU for more information. OSDBU established a Mentor-Protégé Program to improve the skills and expertise of small disadvantaged and women-owned businesses seeking opportunities through EPA contracts. Contact OSDBU staff at 202-564-4100 to learn more about the Program.

The OSDBU **Outreach Center** allows small, minority, and women-owned firms to come in to use its facilities to "surf" the Internet

for business opportunities. Experienced personnel are available to provide assistance. The Outreach Center operates from 9:00 a.m. until 4:00 p.m.; appointments can be made by calling 202-564-4100.

Contacts within the Office for Small and Disadvantaged Business Utilization are listed below:

Director	Jeanette Brown	202-564-4100
General Questions and Issues	Trina Porter	202-564-4322
National Training Officer	Elaine Rice	202-564-4141

OSDBU Minority and Women-Owned Business Program Coordinators:

Headquarters	Lupe Saldana	202-564-5353
Region 1 (CT, ME, MA, NH, RI, VT)	Sharon Molden	617-918-1062
Region 2 (NJ, NY, PR, VI)	Otto Salamon	212-637-3417
Region 3 (DE, DC, MD, PA, VA, WV)	Romona McQueen	215-814-5155
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	Rafael Santamaria or Matt Robbins	404-562-8110 404-562-8371
Region 5 (IL, IN, MI, MN, OH, WI)	Robert Richardson	312-353-5677
Region 6 (AR, LA, NM, OK, TX)	Debora Bradford	214-665-7406
Region 7 (IA, KS, MO, NE)	Anthony Lamaster	913-551-7228
Region 8 (CO, MT, ND, SD, UT, WY)	Maurice Velasquez	303-312-6862
Region 9 (AZ, CA, HI, NV, AS, GU)	Joe Ochab	415-744-1628
Region 10 (AK, ID, OR, WA)	Michael Letourneau	206-553-1187

EPA's Pollution Prevention Division's **Environmentally-Preferable Purchasing Program** is of interest to many companies, including small businesses, that manufacture, distribute, or provide "green" products and services—those that present fewer potential risks to the environment and human health. The Federal government (the single largest purchaser of goods and services in the US) is increasingly factoring environmental considerations into its procurement decisions. Small businesses can gain a vast amount of information concerning the Federal acquisition process in the booklet, *Selling Environmental Products to the Government*, which may be viewed at www.epa.gov/oppt/epp, or may be obtained in hard copy by calling the Pollution Prevention Information Clearinghouse at 202-260-1023.

OTHER SMALL BUSINESS SUPPORT

State and Local Resources

States are a valuable resource for technical and environmental compliance assistance. In addition to the contacts for both the State Small Business Assistance Programs (found in the Small Business-Specific Services section of this *Guide*) and the Pollution Prevention Technical Assistance Programs (see below), they provide other resources such as toll free hotline numbers, State Small Business Ombudsmen, and information and assistance from their environmental agencies. Key state contacts can be found on the following web sites, which are funded by EPA's Small Business Division: www.smallbiz-enviroweb.org/seasbapweb.html and at www.epa.gov/ttn/sbap/offices.html.

State Small Business Assistance Programs (SBAPs) were established originally by the Clean Air Act Amendments (CAAA) of 1990. These programs also offer help with other environmental media such as water and waste. Each state designates a Small Business Ombudsman (SBO) who operates the SBAP and helps small businesses understand state and Federal regulations. Contact information for the SBO for any state can be found in the Small Business-Specific Services section of this Guide or at www.epa.gov/ttn/sbap/offices.html.

Many states have **Pollution Prevention Technical Assistance Programs (TAPs)**. TAPs are an excellent resource for small businesses, as these Programs provide businesses with personalized assistance either by phone or in person. Many have technical specialists with expertise in particular industries. Some are associated with government agencies, while others are independent organizations. Services include free, confidential, on-site technical assistance; workshops; materials exchanges; publications; and training. These programs are specialized to help businesses reduce waste while maintaining or increasing profits. Contacts are listed by state below, or visit www.epa.gov/p2/stateoffices.htm or www.epa.gov/opptintr/p2home.state.htm.

STATE POLLUTION PREVENTION TECHNICAL ASSISTANCE PROGRAM CONTACTS

Region 1

US EPA Region 1

Abby Swaine
Ph: 617/918-1841

Connecticut DEP

Kim Trella
Ph: 860/424-3234

Maine DEP

Chris Rushton
Ph: 207/287-7100

Massachusetts OTA

Scott Fortier
Ph: 617/626-1090

MA STEP Program

Paul Richard
Ph: 617/626-1042

Toxic Use Reduction Inst.

Janet Clark
Ph: 978/934-3346

New Hampshire DES

Stephanie D'Agostino
Ph: 603/271-6398

Rhode Island DEM

Richard Enander
Ph: 401/222-4700

Narragansett Bay Comm.

James McCaughey
Ph: 401/222-6680

Vermont ANR

Gary Gulka
Ph: 802/241-3626

NEWMOA

Terri Goldberg
Ph: 617/367-8558

Region 2

US EPA Region 2

Danielle Fuligni
Ph: 212/ 637-3584

New Jersey DEP

Melinda Dower
Ph: 609/292-1122

NJ TAP

Laura Battista
Ph: 973/596-5864

NY DEC-P2 Unit

Mary Werner
Ph: 518/457-2553

Puerto Rico Environment

Carlos Gonzales
Ph: 809/765-7517 x381

Region 3

US EPA Region 3

Jeff Burke
Ph: 215/814-2761

Delaware DNR

Andrea Kreiner
Ph: 302/739-3822

MD Dept of Environment

Laura Armstrong
Ph: 410/631-4119

PA Dept of Environ.

Meredith Hill
Ph: 717/783-8727

PA Technical Assistance

Jack Gido
Ph: 814/865-0427

Virginia DEQ

Sharon K. Baxter
Ph: 804/698-4344

West Virginia DEP-OWR

Leroy Gilbert
Ph: 304/484-6269

Region 4**US EPA Region 4**

Dan Ahern
Ph: 404/ 562-9028

Alabama DEM - P2 Unit

Gary Ellis
Ph: 334/213-4303

Florida DEP - P2 Program

Julie Abcarian
Ph: 850/488-0300

Georgia DNR- P2AD

Jancie Hatcher
Ph: 404/651-5120

Kentucky DEP

Vicki Pettus
Ph: 502/564-6716

Kentucky P2 Center

Cam Metcalf
Ph: 502/852-0965

Mississippi DEQ

Thomas E. Whitten
Ph: 601/961-5241

NC DEHNR

Gary Hunt
Ph: 919/715-6500

South Carolina DHEC

Robert Burgess
Ph: 803/898-3971

Tennessee DEC

Angie Pitcock
Ph: 615/532-0760

Region 5**US EPA Region 5**

Phil Kaplan
Ph: 312/353-4669

Illinois EPA

Kevin Greene
Ph: 217/785-0833

IL Waste Mgmt & Res. Ctr.

Tim Lindsey
Ph: 217/333-8955

Indiana DEM

John Chavez
Ph: 317/233-6658

Michigan DEQ

Marcia Hogan
Ph: 517/373-9122

Minnesota (MN TAP)

Cindy McComas
Ph: 612/627-4556

MN Pollution Control Agency MN Technology Inc.

Cindy Hilmoe
Ph: 651/296-7783

Kevin O'Donnell
Ph: 612/672-3446

MN Off. Environ. Assist.

Phillip Muessig
Ph: 651/215-0204

Ohio EPA

Michael Kelley
Ph: 614/644-3469

University of Wisconsin

Rick Grote
Ph: 608/265-3055

Wisconsin DNR

Lynn Persson
Ph: 608/267-3763

Nat'l Farmstead Program

Liz Nevers
Ph: 608/265-2774

Clean Manufacturing Tech & Safe Materials Institute

Alice Smith
Ph: 765/463-4749

Region 6**US EPA Region 6**

Eli Martinez
Ph: 214/665-2119

Arkansas IDC

Alford Drinkwater
Ph: 501/682-7325

Louisiana DEQ

Gary Johnson
Ph: 504/765-0739

Louisiana TAP

Univ. of New Orleans
Ph: 504/286-6305

New Mexico ED

Patricia Gallagher
Ph: 505/827-0677

Oklahoma DEQ

Dianne Wilkins
Ph: 405/702-6116

Texas NRCC

Kathey Ferland
Ph: 512/239-3177

TX Manuf Assist Ctr

Conrad Soltero
Ph: 915/747-5930

Gulf Coast Hazardous Substance Research

Margaret Aycock
Ph: 409/880-8897

Lower Colorado River Authority

Mark Johnson
Ph: 512/473-3200

Region 7**US EPA Region 7**

Marc Matthews
Ph: 913/551-7517

Iowa DNR

Jeff Fiagle
Ph: 515/281-5353

IA Waste Reduction Ctr.

Christine Twait
Ph: 319/273-8905

IOWA DED

Linda King
Ph: 515/242-4761

Kansas DHE

Janet Neff
Ph: 785/296-0669

KSU - P2 Institute

Sherry Davis
Ph: 785/532-6501

Missouri DNR - TAP

David Goggins
Ph: 573/526-6627

Nebraska DEQ, P2 Office

Ben Hammerschmidt
Ph: 402/471-6988

MAMTC
Anne Brown
Ph: 316/276-9505

NE Business Development Center
Rick Yoder
Ph: 402/472-1183

Region 8

US EPA Region 8
Linda Walters
Ph: 303/312-6385

Colorado DHE
Parry Burnap (OE-B2-PPU)
Ph: 303/692-2975

Montana P2 Program
Michael P. Vogel
Ph: 406/994-3451

ND Dept. of Health
Jeffrey L. Burgess
Ph: 701/328-5150

South Dakota DENR
Dennis Clarke
Ph: 606/773-4254

Utah DEQ
Sonja Wallace
Ph: 801/536-4477

Wyoming DEQ
Stephen Roseberry
Ph: 307/777-6105

Region 9

US EPA Region 9
Eileen Sheehan
Ph: 415/744-2190

Arizona DEQ
Jacqueline Maye
Ph: 602/207-4607

California EPA
Terri Cronin

CA Energy Comm.
David Jones
Ph: 916/654-4554

CA Toxic Substance Control
Kathy Barwick
Ph: 916/323-9560

UCLA P2 Center
Billy Romain
Ph: 310/825-2654

HI Dept. of Health
Marilyn Aguilar
Ph: 808/586-7496

NV Sm Bus Development Center
Kevin Dick
Ph: 775/689-6677

Region 10

US EPA Region 10
Carolyn Gangmark
Ph: 206/553-4072

Alaska DEC
Marianne See
Ph: 907/269-7586

Idaho DEQ
Katie Sewell
Ph: 208/373-0465

Oregon DEQ
Marianne Fitzgerald
Ph: 503/229-5946

Washington DEC
Lynn Helbrecht
Ph: 360/407-6760

Pacific Northwest P2 Resource Center
Madeline Sten
Ph: 206/223-1151

Washington State University
Carol Reisenberg
Ph: 509/335-1576

Compliance Support

EPA has several **Internet sites** that provide useful compliance assistance information and materials for small businesses. Many public libraries provide access to the Internet at minimal or no cost. EPA's Small Business Home Page (www.epa.gov/sbo) is a good place to start because it links with many other related web sites. Other useful web sites include:

- EPA's Home Page (www.epa.gov)
- Compliance Assistance Home Page (www.epa.gov/oeca/oc)
- Clean Air Applicability Determination Index (<http://es.epa.gov/oeca/eptdd/adi>)
- Technology Transfer Network (www.epa.gov/ttn/)
- Office of Site Remediation (www.epa.gov/oeca/osre)
- Office of Regulatory Enforcement (www.epa.gov/oeca/ore)
- RCRA On-line (www.epa.gov/rcraonline/)
- Enviro\$en\$e (<http://es.epa.gov/>)

The **Incentives for Self-Policing Policy (or "Audit Policy")** serves to encourage regulated entities through incentives to voluntarily discover, promptly disclose, expeditiously correct, and prevent violations of federal environmental requirements. In addition, the policy is intended to improve the frequency and quality of environmental auditing and self-monitoring. More detailed information is available from Catherine Dunn at 202-564-2629 or at <http://es.epa.gov/oeca/ore/apolguid.html>.

The ***Small Business Source Book on Environmental Auditing*** provides information on environmental auditing resources relevant to small businesses. Auditing is a valuable tool that helps minimize liability, avoids compliance costs associated with new projects, and identifies opportunities for improved operating practices. The *Source Book* is available by calling EPA's Small Business Division at 800-368-5888 or by visiting the web site www.epa.gov/sbo.

To assist the regulated community, including small businesses, in conducting environmental audits, EPA is issuing a set of **Voluntary Environmental Compliance Audit Protocol** manuals. Each protocol offers guidance on key requirements, defines regulatory terms, and provides an overview of the federal laws affecting a particular environmental management area. The protocols can be obtained by contacting Richard Satterfield at 202-564-2456 or at EPA's web site: www.epa.gov/oeca/ccsmd/profile.html.

Compliance Assistance Tools is a booklet which provides a brief outline of resources and tools currently available or under development for over a dozen industries. The booklet, which includes databases, documents, web sites, videos, plain language guides and contact information, is available through EPA's Office of Compliance. To receive a copy, call 800-368-5888 and request Item B-8.

TRI Facility Reporting: Guidance Documents were developed for a number of the industries subject to the TRI reporting requirements (EPCRA 313). In addition to these Guides, a document entitled *EPCRA 313 Questions and Answers* is available. These Guides provide clear and concise explanations of the mandates and reporting requirements. Contact Frank Neuman at 202-260-1772.

EPA's ***booklet, The Clean Air Act Amendments of 1990: A Guide for Small Businesses***, provides small businesses with a broad overview of the Act's complex requirements and the effects they are likely to have, in general, on small business. The *Guide* provides contacts for obtaining additional information. Accompanying the booklet is a four-page summary entitled *What A Small Business Should Know About the Clean Air Act*. Copies can be obtained from the EPA Small Ombudsman's Office at 202-260-0490 or 800-368-5888.

EPA's annual **Compliance Assistance Activity Plan** is a compilation of compliance assistance activities planned agency-wide for fiscal year 2001 (FY01). The Plan only includes EPA activities and partnership activities in which EPA is substantially involved and includes projects from all regional and program offices. The first version of the Plan (fiscal year 2001) is being finalized for late 2000 and will be available to the public. A draft version can be reviewed at www.seattle.battelle.org/epa-icag; hard copies can be obtained from the OECA Information Center, docket #EC-2000-001 at 202-564-2572, via e-mail at docket.oeca@epamail.epa.gov or by mail at US EPA, OECA Docket, Docket # EC-2000-001, 1200 Pennsylvania Ave, NW, Washington, D.C. 20460.

A **Compliance Assistance Clearinghouse**, launched by the Agency in the Fall of 2000, serves as a central depository of compliance assistance information and resources. It is a web site that provides: easy access to a network of compliance assistance providers; a comprehensive list of compliance assistance tools and materials; and a forum for providers to share the latest information to facilitate collaboration and avoid duplication. Contact Emily Chow at 202-564-7071 or chow.emily@epa.gov for additional information.

Compliance Guides are published by EPA for rules expected to have a significant economic impact on a substantial number of small entities. These Guides, written in plain language, state actions a small entity must take to comply with a rule or group of rules. For copies of Compliance Guides, call EPA's Regulatory Management Staff at 202-564-5480 or the Small Business Advocacy Chair web site at www.epa.gov/sbrefa.

EPA's Office of Compliance periodically produces **Enforcement Alerts**. Each Alert is intended to inform and educate the public and regulated community of important environmental enforcement issues, recent trends, and significant enforcement actions. The information contained in each issue should help the regulated community anticipate and prevent violations of federal environmental laws and applicable regulations that could otherwise lead to enforcement action. All current and back issues can be found at www.epa.gov/oeca/ore/enfalert, or by contacting Virginia Bueno at 202-564-8684.

The OPPT **New Chemicals Prenotice Branch** assists potential submitters of pre-manufacture notices (PMNs) under the Toxic Substances Control Act (TSCA) in determining whether their chemical substances require PMNs and for compliance with procedural, technical or regulatory requirements prior to submitting a PMN. Contact Dave Schutz at 202-260-8994; Miriam Wiggins-Lewis at 202-260-3937; or Adella Watson at 202-260-3752. For questions about forms, publications, etc., call the TSCA Hotline: 202-554-1404; Fax: 202-554-5603; e-mail: tscashotline@epamail.epa.gov.

The Office of Solid Waste (OSW) provides information regarding appropriate **Disposal of Solid and Hazardous Waste** to small businesses using paper and electronic resources. Fact sheets such as Managing Used Oil: Advice for Small Businesses are available by contacting David Nicholas at 202-260-4512, or by visiting www.epa.gov/epaoswer/hazwaste/recycle/usedoil/usedoil.htm. Other helpful web sites are www.epa.gov/epaoswer/osw/rrrold.htm, www.epa.gov/epaoswer/osw/index.htm, and www.epa.gov/epaoswer/hazwaste/ldr/dyespigs.htm.

Education and Training

EPA provides education and training to the regulated community, some of which addresses the needs and concerns of small businesses. Below are education and training assistance programs arranged according to the Office that provides primary support for the effort.

The Office of Air and Radiation (OAR) has an **Education and Outreach Group (EOG)** which has a national effort focused on training for small businesses, providing industry-specific telecasts, videotapes, and manuals on air rules affecting small businesses. Contact Dennis Doll at 919-541-5693 or by e-mail: doll.dennis@epa.gov. This small business training effort aims to help small businesses comply with new air rules. During telecasts, U.S. EPA rule writer explains the rule to viewers. Viewers' faxed or phoned-in questions are answered on the air by the experts. A free manual containing references and resources accompanies the telecast. Tapes of telecasts and manuals are available to State and local agencies to add their own agency-specific guidelines and/or distribute. State and local air agency inspectors regularly view these telecasts, giving regulators and the regulated small business community the opportunity to receive the same information on new rules. www.epa.gov/oar/oaqps/eog/.

Partnerships are developed among various parts of EPA and other Federal agencies, State governments and agencies, local agencies, universities and colleges, industry, and trade associations. These partners co-sponsor telecasts by providing speakers, organizing viewing sites, advertising to small businesses, and duplicating materials for viewers. Other telecasts developed by associations or universities may have little or no U.S. EPA participation but could be helpful to small businesses. These telecasts are aired on the Air Pollution Distance Learning Network as time and resources permit.

EOG provides the **Air Pollution Training Institute (APTI)**—within OAR's Office of Air Quality Planning and Standards) self-instructional training materials to small business compliance assistance providers, e.g., Small Business Assistance Programs, Small Business Ombudsmen. Delivery methods include classroom, telecourse, self-instructional courses and the web. APTI also supports State, local and tribal programs through special course and workshop offerings and through the development of internal training programs. Details are available at www.epa.gov/airprog/oar/oaqps/eog/apti.html.

OAR's **Ozone Depletion Resource Center: Information for Businesses** is a source for information regarding CFCs, many refrigerants, related regulations, and guidance. Visit www.epa.gov/ozone/resource/business.html for details.

The Office of Solid Waste and Emergency Response (OSWER) has several training initiatives, a number of which were developed specifically with small businesses in mind. Details concerning these training modules can be found at www.epa.gov/owswecepp/ap-trai.htm. They include:

- **"Plan in Hand" Training Small Businesses** which focuses on chemical accident prevention and Risk Management Programs. It includes materials that will help small businesses develop workshops tailored to their individual needs.
- **EPCRA Hotline Training Module**, an accidental release prevention program.
- The **Center for Chemical Process Safety (CCPS) Grant Project**, an EPA-funded project by the American Institute of Chemical Engineers' Center for Chemical Process Safety to develop a Risk Management Program training for small- and medium-sized enterprises.
- **Superfund Hotline Training Modules** provide an introductory overview of EPA regulations under the Emergency Planning and Community Right-to-Know Act (EPCRA) and the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA).

OSWER's **Risk Management Program & Chemical Safety for Businesses** web site is home to information regarding EPA's Risk Management Program, RMP and chemical software, and EPCRA Tier II information. www.epa.gov/swercepp/bus-ind.htm

The Office of Prevention, Pesticides, and Toxic Substances (OPPTS) supports the **Pesticides and Worker Safety Program**. This Program strives to protect workers performing hand labor operations in fields treated with pesticides, workers at farms, forests, nurseries, and greenhouses, and pesticide handlers who mix, load, apply, or otherwise handle pesticides. www.epa.gov/oppfead1safety/workers/training.htm

The Office of Water (OW) sponsors the **Watershed Academy** which provides training and information on implementing watershed approaches to local, state, tribal, and federal officials and private practitioners of watershed management. Information about these courses the Academy offers, as well as contact information for watershed courses that are taught by others is available at www.epa.gov/owow/watershed/wacademy.html. Course descriptions, information about EPA-sponsored watershed training courses, and other EPA Training Programs can be accessed when you click on "Training" on the OW Home Page: www.epa.gov/ow/. Some of the training courses offered include:

- BASINS (Better Assessment Science Integrating Point and Nonpoint Sources)
- Drinking Water Academy
- Pretreatment Course
- Permit Writers' Course
- Storm Water Permitting and Management Training
- Water Quality Standards Academy
- Whole Effluent Toxicity (WET) Training Course

The **Office of Small and Disadvantaged Business Utilization (OSDBU)** conducts scheduled counseling sessions to provide "hands-on" assistance and guidance for small businesses seeking to do business with EPA. Most sessions are two parts: the first focuses on how to market your firm to EPA, including information on doing business electronically; and the second part of the session provides an opportunity to meet one-on-one with EPA program officials. For more information on the sessions and attending contact Elaine Rice at 202-260-4899.

EPA's **Electronic Training Resources** provide education and training for small businesses through the following web sites:

U.S. EPA Small Business Gateway Page - www.epa.gov/smallbusiness/
 U.S. EPA Small Business Assistance Program - www.epa.gov/ttn/sbap/
 U.S. EPA Small Business Ombudsman - www.epa.gov/sbo

Other helpful web sites:

Small Business Environmental Home Page - www.smallbiz-enviroweb.org/
 Small Business Development Centers - www.sbaonline.sba.gov/SBDC/

Mentoring Programs

The Institute for Corporate Environmental Mentoring (ICEM) operates **The Mentor Center**, funded in part through an EPA cooperative agreement with the National Environmental Education and Training Foundation. To explore your mentoring options, visit the web site: www.mentor-center.org

EPA's **Guide to Developing Mentoring Programs for Small Businesses** assists trade associations and federal, state, and local regulatory agencies by providing effective ways to develop and implement compliance assistance mentoring programs for small businesses. For additional information, call Ginger Gotliffe at 202-564-7072.

EPA's Office of Small and Disadvantaged Business Utilization (OSDBU) operates a **Mentor-Protégé Program** which provides assistance to small disadvantaged and women-owned businesses in strengthening their technical, administrative, and managerial skills. The Program's goal is to increase the number of these businesses successfully competing for contract opportunities with EPA. Contact the OSDBU office at 202-564-4100.

Rulemaking and Regulations

EPA publishes the ***Semiannual Agenda of Regulatory and Deregulatory Actions*** to update the public about regulations currently under development, reviews of existing regulations, and rulemakings completed or canceled since the last *Agenda*. Also, each EPA Program Office maintains a Docket Center where the public can review the Agency's rulemaking materials, read *Federal Register* notices, public comments sent to EPA, and all other major documents generated as a regulation is being developed. The Docket also provides a repository for any comments the public wishes to make on any rule. Additionally, the Agency's Small Business Ombudsman provides guidance and explanations of environmental regulations. Hotline: 800-368-5888; DC area: 202-260-1211

Rulemakings Affecting Small Entities

EPA indicates if an action is expected to have an impact on small businesses, governments, or nonprofit organizations within the section of the *Agenda* entitled "Small Entities Affected." Copies of the *Agenda* are available at no charge. To be placed on the mailing list for copies of future editions, please contact Janice Gray-Ndunguru by mail at (MC 1806A), 1200 Pennsylvania Avenue NW, Washington, DC 20460; or electronically at ndunguru.janice@epa.gov; or by phone at 202-564-6572.

Congress has created a number of requirements that agencies must meet when they issue regulations. These requirements are designed to support the creation of quality regulations and protect the rights of people affected by agencies' rules. These requirements are contained in the Administrative Procedure Act, the Regulatory Flexibility Act as amended by the Small Business Regulatory Enforcement Fairness Act, the Unfunded Mandates Reform Act, the Paperwork Reduction Act, the National Technology Transfer

and Advancement Act, and the Congressional Review Act. Information on many of these statutes is available at www.law.cornell.edu/uscode.

The Regulatory Flexibility Act (RFA), section 610, requires that within ten years of promulgation an agency review those regulations that have or will have a significant economic impact on a substantial number of small entities. The results of these reviews determine whether a rule continues unchanged, is amended, or withdrawn. Forthcoming 610 reviews are announced in the "Prerule" section of the *Agenda*. Small entities are encouraged to provide comments on the need to change these rules, and about how rules could be made clearer or more effective, or regarding conflicting or overlapping requirements with other Federal or State regulations. Comments should be directed to the contact person listed in the *Agenda* entry. General questions about EPA's 610 review program or suggestions for other rules to be reviewed should be directed to Philip Schwartz (MC 1806A), 1200 Pennsylvania Avenue NW, Washington, DC 20460; fax: 202-564-7299, e-mail: schwartz.philip@epa.gov.

The President has also ordered that agencies meet a number of requirements when issuing regulations. Of particular significance for EPA rulemakings are Executive Orders 12866 (Regulatory Planning and Review), 13045 (Children's Health Protection), 13084 (Consultation and Coordination with Indian Tribal Governments), and 13132 (Federalism). You can find information on these and other Executive orders at www.library.whitehouse.gov.

Accessing Federal Register Documents

Many local libraries maintain paper copies of or provide electronic access to both the *Federal Register* and the *Semiannual Regulatory Agenda*, or they can direct you to a source for these documents. EPA provides notice via e-mail of the Agency's 12 *Federal Register* (FR) document collections which include: air; water; wastes and emergency response; pesticides; toxic substances; right-to-know and toxic release inventory; environmental impacts; endangered species; meetings; the Science Advisory Board; daily full-text notices with page numbers; and general information. For more information and to subscribe via our FR Web site, visit: www.epa.gov/fedrgstr/subscribe.htm. If you have e-mail without full Internet access, please send an e-mail to envsubset@epa.gov to request instructions for subscribing to the EPA *Federal Register* list servers.

Several web sites allow access to the full text of *Federal Register* documents. The Government Printing Office site has a number of databases online including the *Unified Agenda* and the *Federal Register* going back to 1994. This site is the official source for the electronic *Federal Register*. It provides public access via Telnet, Internet, and dial-up connection and is located at www.access.gpo.gov. EPA's site, www.epa.gov/fedrgstr, has environmental rules issued by EPA and other Federal agencies dating back to October 1994 and lets you search by date, page citation or keyword. It includes links to the Regulatory Information Service Center and Government Printing Office sites.

Plain Language

EPA established a pilot program aimed at improving both the clarity and comprehension of regulatory language. Under the pilot, a number of regulations cutting across all program areas have been written or revised using more concise language and restructured to allow users to find information more quickly. For more information, contact Jane Stewart-Yeager at 202-564-6559. Some of the EPA regulations and requirements now available in "plain English" include:

- National Emission Standards for Hazardous Air Pollutants: Publicly Owned Treatment Works (Proposal)
- National Emission Standards for Hazardous Air Pollutants for Manufacturing of Nutritional Yeast (Proposal)
- Hazardous Remediation Waste Management Requirements (HWIR-media) Air Quality Index Reporting (Proposal)
- Revision of Existing Variance and Exemption Regulations to Comply with the Safe Drinking Water Act (Proposal and Final)
- Reimbursement to Local Governments for Emergency Responses to Hazardous Substances Releases (Interim Final)
- Emergency Planning and Community Right-to-Know Programs; Amendments to Hazardous Chemical Reporting Thresholds, Streamlining Requirements (Proposal)
- National Priorities List of Uncontrolled Hazardous Waste Sites (Proposals and Finals)
- National Pollutant Discharge and Elimination System - Revision of the Water Pollution Control Program Addressing Storm Water Discharges (Proposal)
- Class V Injection Wells Underground Injection Control Regulations, Revisions (Proposal).

Voluntary Programs

EPA's Offices and Regions Conduct Voluntary Partnership Programs aimed at improving environmental performance. These partnership programs welcome small businesses as participants, and some reach out to them specifically (e.g., Sustainable Industry Program, Energy Star Small Business, and National Metal Finishing Strategic Goals Program). Descriptions of the voluntary programs are provided below, and also at the web site www.epa.gov/ooaujeag/partners/programs_list.html#ag. Also, details on the Agency's partnership programs are noted in the Partners for the Environment Brochure, or in Partners for the Environment - A Catalogue of Agency Partnership Programs. Both publications are available at no cost by calling Rebecca Nachtrieb at 202-260-7423 or via the Internet at www.epa.gov/partners/brochure.html.

Agriculture

AgSTAR promotes cost-effective methods for reducing methane emissions at dairy and swine operations through improved manure management. 202-564-9041 or www.epa.gov/agstar

Pesticide Environmental Stewardship promotes integrated pest management and reduces pesticide risk in agricultural and nonagricultural settings. 800-972-7717 or www.pesp.org

Ruminant Livestock Efficiency reduces methane emissions from ruminant livestock operations. 202-564-9043 or www.epa.gov.rlep

Air Quality

Indoor Air Quality (Indoor Environments) promotes simple, low-cost methods for reducing indoor air quality risks. 202-564-9733 or www.epa.gov/iaq

Energy Efficiency And Global Climate Change

Climate Wise reduces industrial greenhouse gas emissions and energy costs through comprehensive pollution prevention and energy efficiency programs. 202-260-4407 or www.wpa.gov/climatewise

Coalbed Methane Outreach encourages profitable recovery and use of methane liberated from coal mines by helping identify viable technologies, markets and finance sources. 202-564-9468 or www.wpa.gov/coalbed

Energy Star Programs and Labeling maximize energy efficiency in commercial, industrial, and residential settings by promoting new building and product design and practices. 888-STAR-YES or www.wpa.gov/energystar

Energy Star Small Business helps small businesses learn ways to reduce energy consumption, and thus lower their costs by demonstrating low-cost and no-cost ways to cut energy usage. 888-STAR YES (888-782-7937) www.epa.gov/enregystar

Landfill Methane Outreach reduces methane emissions from landfills by installing products to capture gases and produce electricity, steam, or boiler fuel. 202-564-9768 or www.epa.gov/lmop

Natural Gas STAR encourages the natural gas industry to reduce leaks through cost-effective best management practices. 202-260-9793 or www.epa.gov/gasstar

State and Local Outreach reduces greenhouse gas emissions from states and local communities by empowering officials with information and technical assistance. For details, call 202-260-4314 or visit www.epa.gov/globalwarming

Voluntary Aluminum Industrial Partnership reduces perfluorocarbon gas emissions from aluminum smelting. 202-564-9044

Labeling

Consumer Labeling Initiative promotes easier-to-read labels on household cleaners and pesticides to improve consumer safety. 202-260-3435 or www.epa.gov/oppintr/labeling

Pollution Prevention

Design for Environment helps businesses incorporate environmental considerations into the design of products, processes, and technical and management systems. 202-260-6710 or www.epa.gov/dfe

Environmental Accounting increases business understanding of environmental costs and incorporation of these costs into routine operations. 202-260-3844 or www.epa.gov/oppintr/acctr

Green Chemistry promotes the design of chemical products and processes that reduce or eliminate the use and generation of

hazardous substances. 202-260-3960 or www.epa.gov/dfe/greenchem

Regulatory Innovation

National Environmental Performance Track is designed to motivate and reward top environmental performance by recognizing companies which exceed minimum requirements and take extra steps to reduce and prevent pollution. Performance Track defines what it means to be a top environmental performer and provides incentives to motivate further improvements. More information can be obtained by calling 888-339-PTRK (888-339-7875) or by accessing the web site at www.epa.gov/performance-track or inquiries can be e-mailed to ptrack@indecon.com.

National Metal Finishing Strategic Goals Program involves a partnership with a predominantly small business sector, providing metal finishers with innovative pollution prevention techniques, resulting in a smarter way of operating that benefits both the environment and the industry's bottom line. 202-260-2748 or www.epa.gov/sustainableindustry/metfin.htm

Project XL allows companies to test alternative approaches that achieve cleaner and cheaper environmental results than would be realized under existing requirements. For more information call 202-260-5754 or visit www.epa.gov/ProjectXL/.

Sustainable Industry Program develops, tests, and implements industry-specific policy recommendations that will remove barriers to innovation and provide incentives for better environmental performance. Working largely with sectors comprised of small businesses, EPA staff learn traits and trends of a sector, and identify the drivers and barriers to improving environmental performance sector-wide. Call Bob Benson (202-260-8668) for more information or visit the Program web site: www.epa.gov/sustainableindustry.

Research and Development

Environmental Technology Verification Program verifies the performance characteristics of commercial-ready environmental technologies through the evaluation of objective and quality-assured data. Contact Penny Hansen at 202-564-3212 or www.epa.gov/etv.

Transportation

Transportation Partners Program fosters innovative transportation solutions nationwide to reduce air pollution, water contamination and habitat destruction. The program focuses its attention on three broad types of emission reduction programs: community designs or redevelopment strategies that facilitate walking, bicycling, and transit; economic incentives and market-based approaches to overall trip reductions; and technology-based projects that improve the alternatives to single-occupant vehicle travel. 202-260-2769 or www.epa.gov/tp/.

Waste Management

Waste Minimization National Plan reduces persistent, bioaccumulative, and toxic chemicals in hazardous waste. (703/308-9402) or www.epa.gov/wastemin.

WasteWise encourages business, government, and institutional partners to reduce municipal solid waste through waste prevention, recycling, and buying/manufacturing products with recycled content, benefitting their bottom lines and the environment. (800-EPA-WISE) or www.epa.gov/wastewise.

Water

Adopt Your Watershed! challenges citizens and organizations to join EPA and others who are working to protect and restore rivers, streams, wetlands, lakes, groundwater, and estuaries. (888-478-2051) or www.epa.gov/adopt

Water Alliances for Voluntary Efficiency (WAVE) promotes water efficiency in hotels, schools, universities, and office buildings. (202-260-7288) or www.epa.gov/owm/genwave

Regional Programs

EPA's ten regional offices have set up voluntary programs aimed at addressing specific regional environmental priorities. Many of these include small businesses among their participants. Voluntary programs are listed below, according to Region, with a contact number provided for each:

Region 1 (CT, ME, MA, NH, RI, VT)
Massachusetts Environmental Results Program (ERP)
Partners For Change

Contact: 888-EPA-7341
(888-372-7341)

PrintSTEP – “Simplified Total Environmental Partnership”
StarTrack

Region 2 (NY, NJ, PR, VI)
National Environmental Performance Partnership System
NYC WasteLe\$\$
Region 2's National Estuary Program
Region 2 Strategic Planning, National Environmental Performance Partnership
System and the Government Performance and Results Act

Contact: 212-637-3764

Region 3 (DE, DC, MD, PA, VA, WV)
Business Assistance Center
The Chesapeake Bay Program
The Green Communities
Chemical Safety Audit Program
Maryland Business-industry Compliance Assistance Project (MBICAP)
Metal Finishing - Strategic Goals Program
Safety Compliance Alliance (Third Party Audit Pilot Grant Project)
Voluntary Initiative for Pollution Prevention

Contact: 800-438-2472

Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)
Life Cycle Management
Southern Appalachian Mountains Initiative (SAMI)
Urban Initiative for Sustainable Communities
Chemical Safety Audits

Contact: 404-562-9610

Region 5 (IL, IN, MI, MN, OH, WI)
Beneficial Landscaping
Great Printers Protect
PCB Phasedown
PCB Used Oil
Clean Sweep
US Auto Project
Waste Minimization Opportunity Assessments
Chlor-Alkali Industry Mercury Reduction Project

Contact: 312-353-4669

Region 6 (AR, LA, NM, OK, TX)
Streamline Delisting Process
P2 Permitting Pilot
Regional Administrators Environmental Excellence Awards

Contact: 800-887-6063

Region 7 (IA, KS, MO, NE)
Pollution Prevention Awards for Environmental Excellence

Contact: 800-233-0425

Region 8 (CO, MT, ND, SD, UT, WY)
Air Quality Initiative through Western Governor's Association
Environmental Technology Program
Children in their Earliest Years
EMPACT
Mining
Urban Livability Initiative
Utah 2002 Olympics
American Heritage Rivers
Oil Pit Initiative

Contact: 800-227-8917

Region 9 (AZ, CA, HI, NV, AS, GU)
Agriculture Initiative
Green Business Recognition Program
Merit Partnership for Pollution Prevention

Contact: 415-744-2149

Sources for Publications and Guides

National Center for Environmental Publications and Information (NCEPI): Request free publications from 5,500 titles in paper and electronic format from the Center. For a catalog, contact NCEPI from 7:30 am - 5:00 pm EST, Monday - Friday at 800-490-9198 or via the Internet at www.epa.gov/epahome/publications.htm.

National Technical Information Service, 5285 Port Royal Rd., Springfield VA 22161
800-553-6847 or 703-487-4650; TDD 703-487-4639; Fax: 703-605-6900

National Environmental Publications Internet Site (NEPIS) is EPA's largest electronic documents site and allows you to search, view and print, including full images of all original pages and full text, from a collection of over 7,000 archival and current documents. This collection may include documents that are no longer available in print form. www.epa.gov/ncepihom/nepishom/

Publications for Small Businesses is a compilation of resources that help small businesses and other interested parties understand environmental trends, requirements, and regulations. This document, as well as all the resources referenced within it, are available from EPA's Office of the Small Business Ombudsman at 800-368-5888 or 202-260-0490 or on the Internet at www.epa.gov/sbo/pubs.htm.

Publications on the EPA Site: For direct access to full-text publications or information about publications produced by various EPA Offices and Programs: www.epa.gov/epahome/publications2.htm

Small Business Home Page provides a database directly linking to over 3,800 fact sheets and publications produced by federal and state governments, as well as trade associations. www.smallbiz-enviroweb.org/publications.asp.

Catalog of Hazardous and Solid Waste Publications (13th Edition) lists frequently requested hazardous and solid waste documents released by EPA's Office of Solid Waste. Documents can be ordered through OSW, National Technical Information Service, or the Government Printing Office; many are available electronically at www.epa.gov/osw. For telephone requests, call the RCRA/Superfund Hotline at 800-424-9346.

Sector Notebooks: EPA's Office of Compliance has developed a series of profiles containing information on selected major industries. These profiles, which focus on key indicators that holistically present air, water and land pollutant release data, are designed to provide the reader with a basic understanding of the environmental issues facing particular sectors. Most Internet browsers will allow you to read the PDF versions of the Sector Notebooks online (<http://es.epa.gov/oeca/sector/index.html>). Order a printed copy by calling U.S. Government Information, 202-512-1800, or contact Seth Hemingway at 202-564-7017.

Several Notebooks are also available in Spanish (noted by ** following title). Profiles of the following industries are currently available:

- Agricultural Chemical, Pesticide and Fertilizer Industry (1999)
- Agricultural Crop Production Industry (1999)
- Agricultural Livestock Production Industry (1999)
- Aerospace Industry (1998)
- Air Transportation Industry (1997)
- Dry Cleaning Industry (1995)
- Electronics and Computer Industry (1995) **
- Fossil Fuel Electric Power Generation Industry (1997)
- Ground Transportation Industry (1997)
- Inorganic Chemical Industry (1995) **
- Iron and Steel Industry (1995)
- Lumber and Wood Products Industry (1995)
- Metal Casting Industry (1997)
- Metal Fabrication Industry (1995) (html) **
- Metal Mining Industry (1995)
- Motor Vehicle Assembly Industry (1995)
- Nonferrous Metals Industry (1995)
- Non-Fuel, Non-Metal Mining Industry (1995)
- Oil and Gas Extraction Industry (1999) (new)
- Organic Chemical Industry (1995) **
- Petroleum Refining Industry (1995)

- Pharmaceutical Industry (1997)
- Plastic Resins and Man-made Fibers Industry (1997)
- Printing Industry (1995)
- Pulp and Paper Industry (1995)
- Rubber and Plastic Industry (1995)
- Shipbuilding and Repair Industry (1997)
- Stone, Clay, Glass and Concrete Industry (1995)
- Textiles Industry (1997)
- Transportation Equipment Cleaning Industry (1995)
- Water Transportation Industry (1997)
- Wood Furniture and Fixtures Industry (1995)

Fact Sheets: The Agency issues succinct and understandable Fact Sheets to accompany each regulatory action. For example, the OSWER program offices prepare and distribute a wide variety of compliance assistance materials written in “plain language” (English and sometimes Spanish), frequently using a question-and-answer format. These materials provide the answers to the most common, fact-specific questions asked by the regulated community. Check with the specific Agency office to locate the fact sheets related to its regulations (see Contacts List, Hotlines and Helplines, or access the web site of the appropriate office).

Dockets: Each EPA Program Office maintains a Docket Center where the public can review the Agency’s rule making materials, read Federal Register notices, public comments sent to EPA, and all other major documents generated as a regulation is being developed. The Docket also provides a repository for any comments the public wishes to make on any rule. Additionally, some Dockets also serve to disperse other information about the program and its activities.

RCRA Docket: Resource Information and Recovery Act Information Center at (703-603-9230)

The Center houses publications of interest that are available for viewing on line as well as by ordering using the form provided. www.epa.gov/epaoswer/osw/publicat.htm

The **OSWER Superfund Document Center** provides internal support for producing and disseminating Superfund publications, including maintaining files of the Superfund policy and procedural documents that are part of the OSWER Directives system. Also available are the “Catalog of Hazardous and Solid Waste Publications” and “A Collection of Solid Waste Resources” on CD-ROM (also available in Spanish). 703-603-9232

Useful Web Sites

In searching for information, resources, or contacts, many small businesses find the following web sites to be great starting points:

EPA Home Page

www.epa.gov

This site provides information about environmental issues in the news and the Agency. Readers can access information in a number of ways: by topic or environmental medium; by community or zip code; audience group (e.g., small business); laws and regulations; or by program. The site also offers information specifically about EPA, “For Kids,” and numerous information sources.

EPA Small Business Ombudsman Home Page

www.epa.gov/sbo

This site provides information about the role and activities of the Ombudsman as well as SBREFA and EPA’s Small Business Strategy. The site also provides viewers with access to the *Small Business Ombudsman Update* and an extensive list of other publications of interest to small businesses. Answers to Frequently Asked Questions are included in the Home Page, as are links to other useful internet sites.

Small Business Gateway

www.epa.gov/smallbusiness/

This web site serves as EPA’s gateway to environmental information and contacts for small businesses. The site information and additional links to General Small Business and Environmental Information; Environmental Assistance and Technical Help; Contacts and Environmental Experts; Environmental Regulations and Laws; Saving and Finding Money; and Answers to Frequently Asked Questions.

Small Business Environmental Home Page

www.smallbiz-enviroweb.org

This site provides access to information on Small Business News and Events; Small Business Assistance; Compliance Assistance; Industry Sector Assistance; Publications; Small Business Initiatives and Policies; Funding Help; Videos; and Pollution Prevention/ISO 14000.

EPA’s Office of Enforcement and Compliance Support

www.es.epa.gov/oeca

This site offers general information about OECA; a “What’s Hot” section; information regarding Strategies and Policies; Compliance Assistance; Enforcement/Clean Up; Environmental Justice; State, Tribal, Local and International organizations and contacts; Compliance Data and Public Right-To-Know; and additional background material related to the Federal Government, its facilities and partners, and the National Environmental Policy Act.

HOTLINES, CLEARINGHOUSES & INFORMATION CENTERS

AIR -- ACID RAIN, CLEAN AIR, EMISSIONS, INDOOR AIR

Acid Rain Hotline

202-564-9620

www.epa.gov/acidrain

The Acid Rain Hotline assists callers who have specific technical or policy questions covering all areas of the Acid Rain Program (emissions, trading, auctions, information).

Aerometric Information Retrieval System (AIRS) -AIRS Facility Subsystem (AFS) Helpline

800-367-1044

The AIRS Facility Subsystem contains estimates of aerometric emissions, regulatory compliance data, and permit tracking data on point sources in the U. S.

Air Risk Information Center Hotline (Air RISC)

919-541-0888

www.epa.gov/ttn/welcome.html

The Air RISC provides technical assistance and information in areas of health, risk, and exposure assessment for toxic and criteria air pollutants.

Anemometric Information Retrieval System (AIRS)/Air Quality Subsystem (AQS) - Hotline

800-334-2405

The Air Quality Subsystem contains measurements of ambient concentrations of air pollutants and associated meteorological and monitoring site data.

Clean Air Technology Center (CATC) Infoline (formerly Control Technology Center)

919-541-0800 (English) or 919-541-1800 (Spanish)

www.epa.gov/ttn/catc

The CATC provides technical support and assistance to State and local agencies and others in evaluating air pollution problems and pollution prevention and control technology applications at stationary air pollution sources.

Clearinghouse for Inventories and Emission Factors (CHIEF) Help Desk

919-541-1000

www.epa.gov/ttn/chief

The Clearinghouse provides technical guidance on emission estimates, factors, and inventory development for both criteria and toxic air pollutants to Federal, State, and local agencies as well as to private industries.

Emission Measurement Center ("The Source")

919-541-0200

www.epa.gov/ttn/emc

The Source provides a variety of technical emissions testing information and includes connections to technical material through an automatic facsimile link and with technical staff during working hours.

Energy Star® Hotline (Energy Star® Buildings, Green Lights®, Methane Outreach)

888-STAR-YES (888-782-7937)

www.epa.gov/energystar or www.epa.gov/smallbiz

The Hotline responds to questions about EPA's Atmospheric Pollution Prevention Division programs such as the ENERGY STAR® Buildings and Green Lights® Partnership, ENERGY STAR® Labeled Products, and Methane Outreach programs. Information and technical support is provided on energy efficiency in commercial, industrial, and residential buildings and also on energy efficient products such as office equipment, residential heating/cooling equipment, home electronics, home improvement products and methane recovery from landfills, coal beds, and ruminant livestock.

Indoor Air Quality Information Clearinghouse (IAQ INFO)

800-438-4318

www.epa.gov/iaq/iaqinfo

The IAQ INFO provides information to help identify, resolve, and prevent indoor air quality problems.

National Hispanic Indoor Air Quality Hotline

800-SALUD-12 (800-725-8312) (Spanish/English)

www.epa.gov/iaq/iaqinfo.html#NHIAQ

The National Hispanic Indoor Air Quality Hotline provides bilingual (Spanish/English) information about indoor air pollutants that consumers may find inside their homes, offices or schools.

Reasonably Available Control Technology/Best Available Control Technology/Lowest Achievable Emission Rate Clearinghouse (RBLC)

919-541-0800

www.epa.gov/ttn/catc/rblc/htm/welcome.html

The RBLC provides information on the application of pollution prevention and control technologies to stationary air pollution sources through an electronic bulletin board system (BBS) database.

ASBESTOS

Asbestos Abatement/Management Ombudsman

800-368-5888

The Asbestos Ombudsman provides information on the handling, abatement, and management of asbestos in schools, the work place, and the home.

CLIMATE WISE

Climate Wise-Line

800-459-WISE (800-459-9473)

www.epa.gov/climatewise

The Wise-Line provides information about Climate Wise, a unique government-industry partnership that helps businesses turn energy efficiency and environmental performance into a corporate asset by improving efficiency and reducing greenhouse gas emissions, which saves money and boosts productivity.

COMPLIANCE ASSISTANCE CENTERS

Note: The following Compliance Assistance Centers have a hotline service. To learn about all of the Centers, see the Small Business-Specific Services section of this Resource Guide.

Automotive Environmental Service Compliance Assistance Center

888-GRN-LINK (888-476-5465)

www.ccar-greenlink.org

This Hotline is an automated fax-back system which covers topics including Hazardous Waste, Pollution Prevention, Oils, Coolants, Solvents, Paints, Refrigerants, Drains, Underground Injection Control, Storm water, Underground Storage Tanks, Environmental Spill Procedures, Safety Information, Right-To- Know, Land Purchase/Cleanup, Regulatory History, Legal Issues, Emissions, Fuels and Educational Information.

Printer's National Compliance Information Assistance Center (PNEAC)

888-USPNEAC (888-877-6322)

www.pneac.org

Provides compliance and pollution prevention fact sheets, case studies, and training, as well as two e-mail discussion groups on technical and regulatory issues.

National Agriculture Compliance Assistance Center

888-663-2155

www.epa.gov/oeca.ag

Provides information about environmental requirements that affect the agriculture community.

Local Government Environmental Assistance Network (LGEAN)

877-TO-LGEAN (877-865-4326)

www.lgean.org

Serves as a "first-stop-shop" by providing environmental management, planning, and regulatory information for local government officials, managers and staff.

Transportation Environmental Resource Center (TERC)

888-459-0656

www.transource.org/

Provides compliance assistance information for each mode of transportation - air, shipping and barging, rail, and trucking.

DRINKING WATER

Safe Drinking Water Hotline

800-426-4791 or 703-285-1093

www.epa.gov/safewater

The Hotline provides information about EPA's drinking water regulations and other related drinking water and ground water topics. Hotline staff clarifies drinking water regulations, explains EPA-provided policies and guidelines and gives updated information on the status of regulations. The Hotline also can provide State and local contacts and take orders for EPA drinking water publications.

Safe Drinking Water Hotline - Region 1 (CT, ME, NH, RI, VT)

800-426-4791 or 617-918-1534

www.epa.gov/region01/drinkingwater/thayer2.html

This hotline was established by EPA Region 1 to provide information on safe drinking water.

STORET Water Quality System Hotline

800-424-9067 or 202-260-8161

www.epa.gov/owow/STORET

STORET (short for STOrage and RETrieval) is a repository for water quality, biological, and physical data and is used by State environmental agencies, EPA and other Federal agencies, universities, and private citizens.

Subsurface Rededication Information (SIC)

580-436-8651

www.epa.gov/ahaazvuc/sric.html

SIC publishes and distributes highly specialized scientific and technical information developed by and through Robert S. Kerr Environmental Research Laboratory (RSKERL) relating to groundwater protection and rededication.

Water Resource Center

202-260-7786

The Hotline provides library and information services to the public and to EPA staff on Office of Water programs. It responds to reference questions and allows callers to order documents related to the Center.

ECONOMICS AND FINANCING

EPA Enforcement Economic Models Helpline

888-ECONSPT (888-326-6778)

This Helpline is designed primarily for government employees, but will provide general information in response to external questions about computer models used in assessing financial issues that impact litigation.

Environmental Financing Information Network (EFIN)

202-564-4994

www.epa.gov/efinpage

The EFIN Center provides information on sources of funding with referrals, assistance with accessing and searching the EFIN database, and a point of contact for ordering financing documents.

Small Business Administration (SBA)

800-8-ASKSBA (800-827-5722)

www.sbaonline.sba.gov/financing/

The SBA provides extensive information and assistance to small businesses regarding business start-up, numerous loan programs, financing, statistics, workshops, and providing access to outside resources.

Small Business Innovation Research (SBIR) Helpline

800-490-9194

www.epa.gov/ncerqa/sbir

The SBIR Program strengthens the role of small businesses in federally funded Research & Development. Abstracts of awards, previous solicitations and various publications are available on the website or via the Helpline.

EMERGENCY PLANNING & COMMUNITY RIGHT-TO-KNOW

Emergency Planning & Community Right-To-Know Act, Title III (EPCRA) Hotline

800-424-9346 or TDD 800-553-7672

Washington Metro Area (703) 412-9810 or TDD (703) 412-3323

www.epa.gov/oswer/hotline

The Hotline provides information on EPA programs developed under the Resource Conservation and Recovery Act (RCRA), which includes the Underground Storage Tank (UST) program; the Emergency Planning and Community Right-To-Know Act (EPCRA); the Risk Management Program (RMP) developed under Section 112(r) of the Clean Air Act; the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA or Superfund); EPA's Oil Program including the Spill Prevention, Control & Countermeasures (SPCC) regulations; and the Oil Pollution Act (OPA). The Hotline also responds to requests for relevant publications and information resources.

Toxic Release Inventory Service (under EPCRA)

202-260-1531

The Toxic Release Inventory User Support Service (TRI-US) offers specialized assistance to individuals seeking Toxics Release Inventory (TRI) data collected by EPA under Section 313 of EPCRA (Emergency Planning and Community Right-To-Know Act).

ENVIRONMENTAL JUSTICE

Environmental Justice Hotline

800-962-6215 or 202-260-6359

www.epa.gov/oeca/main/ej/index.html

The Hotline serves as the centralized clearinghouse and dissemination point for environmental justice information to the public, to other Federal agencies, and to EPA staff.

GENERAL

Business Assistance Center Hotline - Region 3(DC, DE, MD, PA, VA, WV)

800-228-8711 or Philadelphia calling area: 215-814-5140

This hotline provides compliance assistance to small and medium-sized businesses within Region 3.

Center for Exposure Assessment Modeling (CEAM) Help Desk

706-355-8400

www.ceam@epa.gov

The Center provides proven predictive exposure assessment techniques for aquatic, terrestrial, and multimedia pathways for organic chemicals and metals.

Coalition of Hispanic Health and Human Services Organizations

888-725-8312 (Bilingual)

The Hotline, established through a cooperative assistance agreement with EPA, is dedicated to responding to indoor air quality questions from the general public.

Customer Call Center - National Computer Center (NCC)

800-334-2405 or 919-541-7862

This Hotline disseminates information about the Customer Technical Support NCC program and provides NCC customers with technical assistance, including problem diagnosis, problem resolution, and tracking.

Customer Call Center - Region 1(CT, ME, NH, RI, VT)

888-372-7341

www.epa.gov/region01/faqs

The Center provides answers to many of the questions most frequently asked by Region 1 customers.

Customer Service and General Information - Region 1 (CT, ME, NH, RI, VT)

617-918-1111

www.epa.gov/region01

This general information line serves as an information source and referral service, directing callers to the appropriate program office in Region 1.

Environmental Information Service Center (EISC) - Region 8 (CO, MT, ND, SD, UT)

Colorado, Utah, Wyoming, Montana, and North and South Dakota: 800-227-8917 or Denver metro calling area: 303-312-6312

www.epa.gov/region08

The EISC call center provides general information about environmental issues in EPA's Region 8. EISC, which serves as the initial point of public contact, works to increase the efficiency and effectiveness of communications between the public and Region 8 staff.

EPA Action Line - Region 7 (IA, KS, MO, NB)

800-223-0425 or Kansas City calling area: 913-551-7003

The EPA Action Line functions as a referral service, directing callers to the appropriate program offices.

EPA, New England - Tips/Hotline - Region 1 (CT, ME, NH, RI, VT)

888-EPA-TIPS (888-372-8477) (non-emergency)

www.epa.gov/region01/steward/tips

This hotline provides a way for citizens to report suspected environmental violations.

INFOTERRA/USA

202-260-5917

www.epa.gov/INFOTERRA

INFOTERRA responds to requests from the international community for environmental information through document delivery,

database searching, bibliographic products, purchasing information, and referrals to experts. Additionally, INFOTERRA/USA will assist U.S. residents in identifying sources of international environmental information.

Inspector General Hotline for Fraud, Waste and Abuse

888-546-8740 or 202-260-4977

www.epa.gov/oigearth

The Hotline receives allegations of fraud, waste, and abuse in EPA programs and operations, including mismanagement or violations of law, rules, or regulations by EPA employees, program participants, contractors, or assistance recipients.

Institute for Individual and Organizational Excellence

202-260-6678

The Institute provides information related to the development and implementation of national training, learning, and organizational development strategies, systems, products, programs, and services to improve workforce and organizational performance in support of EPA's mission.

Mexico Border Hotline

800-334-0741 (English/Spanish)

www.epa.gov/usmexicoborder

The Hotline responds to requests for documents and information related to the Border XXI Program, a binational, interagency program aimed at protecting and improving the environment and environmental health while fostering sustainable development in the U.S.-Mexico border area.

New England Urban Environment Initiative Hotline - Region 1 (CT, ME, NH, RI, VT)

888-372-7341

www.epa.gov/region01/eco/uei/hotline

This hotline was established by EPA to answer questions on dioxin findings along the Woonasquatucket River.

Partners for Change - Region 1 (CT, ME, NH, RI, VT)

888-EPA-REGL (800-372-7341)

www.epa.gov/region01/steward

This hotline is a way to learn more about Region 1's "Partners for Change" activities.

Public Information Center - Region 9 (AZ, CA, HI, NV, AS, GU)

415-744-1500

www.epa.gov/region09

The Public Information Center (PIC) is Region 9's primary point of contact for environmental information.

Risk Information Hotline

513-569-7254

www.epa.gov/IRIS

The Risk Information Hotline provides information on access and use of EPA's Integrated Risk Information System (IRIS) which provides human health toxicity and risk assessment information. The IRIS database, which is available on the Internet, is updated continuously as new information becomes available. Scientific issues regarding IRIS may be referred to a contracted toxicologist on staff.

State of the New England Environment - Region 1 (CT, ME, NH, RI, VT)

800-90NEEAT (800-906-3328)

www.epa.gov/region01/soe/polprev.html

The hotline provides toll free regulatory assistance.

GRANTS

EPA Grants and Fellowships Hotline

800-490-9194

This Hotline provides information on small business innovation research, research grants, fellowships, and environmental monitoring for public access and community tracking.

LEAD

National Lead Information Center (NLIC) Hotline

800-424-LEAD (800-424-5323) (English and Spanish)

The hearing impaired may use the Federal Information Relay Service at (800-877-8339) and ask for the NLIC at (800) 424-5323

www.epa.gov/lead or email at: hotline.lead@epa.gov

This Hotline distributes information on lead poisoning prevention and provides information contained in lead hazard regulations, guidance documents, health advisories and public information materials.

LOCAL GOVERNMENT

Local Government Reimbursement Program Helpline

800-431-9209

Provides information and assistance related to the Local Government Reimbursement (LGR) Program, which can provide up to \$25,000 in reimbursement to local governments for costs incurred in responding to threatened or actual hazardous substance releases. Helpline staff provide outreach materials, LGR application packages, and assistance in completing applications.

MOBILE SOURCES

Automotive Imports Automated Fax-back System

202-564-9660

The Fax-back System disseminates information upon demand in document form concerning the Federal emissions requirements for importing automobiles, trucks, engines, and non-road equipment into the United States.

Mobile Sources

734-214-4333

www.epa.gov/omswww

Callers can request information related to transportation and air quality, e.g., vehicles/driving, non-road engines and vehicles, fuels, and travel choices.

Mobile Sources - Region 1 (Connecticut, Maine, New Hampshire, Rhode Island, and Vermont)

800-821-1237 or Massachusetts local calling area: 617-918-1860

This Hotline handles complaints related to automobile emissions violations, warranties, fuel issues, chlorofluorocarbons (CFCs), also known by the trade name Freon®, and automobile air conditioning.

PESTICIDES

National Antimicrobial Information Network

800-447-6349

www.nain@ace.orst.edu

Operated in conjunction with the National Pesticide Telecommunications Network (NPTN), this service provides objective, science-based information about a wide variety of antimicrobial- related subjects, including antimicrobial products (such as sanitizers, disinfectants, and sterilants), toxicology, and environmental chemistry.

National Pesticide Telecommunications Network (NPTN)

800-858-7378

<http://ace.orst.edu/info/nptn>

NPTN provides factual chemical, health, and environmental information on active pesticide ingredients; information on recognition and management of pesticide poisonings as well as toxicology and environmental chemistry related to pesticides. NPTN provides referrals for laboratories for environmental testing of air, water, or soil for pesticide residues and investigation of pesticide incidents; cleanup/disposal procedures; emergency human and animal treatment; safety procedures; and product label information. General information on the regulation of pesticides in the United States also is provided.

Pesticide Environmental Stewardship Program (PESP) Helpline

800-972-7717

www.epa.gov/oppbppd1/PESP

This Helpline provides information about Integrated Pest Management (IPM) and the Pesticide Environmental Stewardship Program (PESP), a voluntary program encouraging pesticide users to reduce pesticide risk.

Pesticide Program Antimicrobial Division Ombudsman

703-308-6214

www.epa.gov/pesticides

The Ombudsman serves as a liaison between small businesses and industry and EPA's Antimicrobials Division..

Pesticide Program Biopesticide Division Ombudsman

703-308-8098

www.epa.gov/pesticides/biopesticides

The Ombudsman serves as a liaison between small businesses and industry and EPA's Biopesticide Division.

Pesticide Program Registration Division Ombudsman

703-305-5446

www.epa.gov/pesticides

The Ombudsman serves as a liaison between small businesses and industry and EPA's Pesticide Program Registration Division.

POLLUTION PREVENTION

Office of Pollution Prevention and Toxics - Small Business & Industry Liaison

202-260-1772

www.epa.gov/opptintr

This Hotline provides access to the liaison between small businesses and industry and EPA's Office of Pollution Prevention and Toxics.

Pollution Prevention and Toxics (Office) - OPPT

202-260-7099

This OPPT Non-confidential Information Center houses the public dockets for Toxic Substances Control Act (TSCA) and Toxic Release Inventory (TRI) rulemaking actions, the administrative record for TSCA and non-confidential case files for documents submitted under TSCA.

Pollution Prevention Information Clearinghouse (PPIC)

202-260-1023

www.epa.gov/opptintr/library/libppic.htm

Dedicated to reducing or eliminating industrial pollutants through technology transfer, education, and public awareness, this service is available to answer questions, take orders for documents distributed by PPIC, or refer callers to appropriate contacts.

PUBLICATIONS

EPA Small Business Ombudsman (SBO)

800-368-5888 or 202-260-0490

www.epa.gov/sbo

EPA's SBO maintains an extensive collection of free publications that are helpful to small businesses regarding environmental trends, requirements, and regulations.

National Service Center for Environmental Publications (NSCEP, formerly NCEPI)

800-490-9198 or 513-489-8190

www.epa.gov/ncepihom

NSCEP serves as a central repository for all EPA documents with over 5500 titles in paper and/or electronic format, available for free distribution.

RADIATION/RADON

Radon Hotline

800-SOS-RADON (800-767-7236)

www.epa.gov/iaq/radon

Callers receive a packet of information about radon and a coupon for a low-cost radon test kit. Additional information/documents available include such topics as radon in real estate transactions, education techniques, new construction, and in schools.

Radon Hotline - Region 1 (CT, ME, NH, RI, VT)

Maine: 800-232-0842

Mass: 800-723-6695

www.epa.gov/region01/eco/radon/more.html

This Hotline provides contact numbers for radon information at State, Tribal, and National levels.

Radon and Indoor Air Helpline

800-55-RADON or 800-557-2366

www.nsc.org/ehc/airqual.htm

This Helpline, operated under a cooperative agreement with EPA, provides general information on all indoor air pollutants and responds to consumer questions on radon.

Waste Isolation Pilot Plant (WIPP) and Yucca Mountain, Nevada, Information Line

800-331-WIPP or 800-331-9477

www.epa.gov/radiation/wipp and www.epa.gov/radiation/yucca

The WIPP Information Line provides recorded information to the public about upcoming EPA public meetings and hearings involving the Agency's role in overseeing the WIPP. This Line also provides information on the site-specific radiation protection standards related to Yucca Mountain, Nevada.

RECYCLING

Recycling Hotline

800-253-2687

www.recycling.net/ and www.epa.gov/epaoswer/osw/rrrold.htm

Recycler's World was established as a world wide trading site for information related to secondary or recyclable commodities, by-products, used & surplus items or materials.

SMALL BUSINESS

Small Business Assistance Program

919-541-0800

www.epa.gov/ttn/sbap

This site provides information on the State Small Business Assistance Programs set up under Section 507 of the Clean Air Act. Included are a list of small business assistance contacts at each State, a list of related Web sites, and information on meetings and conferences. This site also provides an opportunity for State and EPA programs to share their small business assistance materials and activities with small businesses as well as other assistance programs.

Small Business Ombudsman Hotline

800-368-5888

www.epa.gov/sbo

The EPA Small Business Ombudsman Clearinghouse/Hotline provides information to private citizens, small communities, small business enterprises, and trade associations representing the small business sector regarding regulatory activities. Mailings update the Ombudsman's audience on recent regulatory actions. Special attention is directed to keep the trade associations representing small business interests informed of current regulatory developments. Technical questions are answered following appropriate contacts with program office staff members. Questions addressed cover all media program aspects within EPA. Inquiries are received by mail, telephone, and fax.

Small Business & Industry Liaison - Office of Pollution Prevention and Toxics

202-260-1772

www.epa.gov/opptintr

This Hotline provides access to the liaison between small businesses and industry and EPA's Office of Pollution Prevention and Toxics.

SOLID & HAZARDOUS WASTE

Emergency Response Office Notification - "Spill Hotline" (for AZ, CA, HI, NV, AS, GU)

415-744-2000

The Hotline attendant screens all calls and transfers callers, when appropriate, to EPA's technical assistance team and/or the Emergency Response Office Duty Officer.

Federal Agency Hazardous Waste Compliance Docket Line (Federal Facilities Docket)

202-564-2468

Maintains information submitted by Federal agencies to EPA under Sections 3005, 3010, and 3016 of the Resource Conservation and Recovery Act (RCRA) and under Section 103 of CERCLA, which is used to identify and resolve environmental problems at federal facilities that engage in hazardous waste activity or have the potential to release hazardous substances into the environment.

Hazardous Waste Ombudsman (National Solid & Hazardous Waste Ombudsman)

800-262-7937 or 202-260-9361

www.epa.gov/epaoswer/hotline/contacts.htm#ombuds

The Ombudsman assists the public and regulated community in resolving problems concerning any requirement under these hazardous waste programs. The Ombudsman Program, located principally within the Headquarters office, handles complaints from citizens and the regulated community, obtains facts, sorts information, substantiates policy, and engages in dispute resolution, shuttle diplomacy functions, and formal investigations.

Methods Information Communication Exchange Service (MICE)

703-676-4690

www.epa.gov/SW-846/mice.htm

MICE provides answers to questions and takes comments on technical issues regarding the EPA Office of Solid Waste's methods manual known as "Test Methods for Evaluating Solid Waste: Physical/Chemical Methods," or SW-846.

Pay-As-You-Throw (PAYT) Helpline

888-EPA-PAYT (888-372-7298)

This automated system allows callers to request general information about Pay-As-You-Throw and to order one or more copies of specific PAYT products.

RCRA Combustion Technical Assistance Center

513-569-7930

The RCRA Combustion Technical Assistance Center provides human health and environmental toxicity information to Federal personnel working on hazardous waste combustion sites.

RCRA, Superfund, and EPCRA Hotline (RCRA/Underground Storage Tanks, Superfund, and Emergency Planning and Community Right-To-Know Act)

800-424-9346 or TDD 800-553-7672

Washington Metro Area (703) 412-9810 or TDD (703) 412-3323

www.epa.gov/epaoswer/hotline or www.epa.gov/ceppo

The Hotline responds to factual questions on Federal EPA programs developed under the Resource Conservation and Recovery Act (RCRA), which includes the Underground Storage Tank (UST) program; the Emergency Planning and Community Right-To-Know Act (EPCRA); the Risk Management Program (RMP) developed under Section 112(r) of the Clean Air Act; the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA or Superfund); EPA's Oil Program including the Spill Prevention, Control & Countermeasures (SPCC) regulations; and the Oil Pollution Act (OPA). The Hotline also responds to requests for relevant publications and information resources.

Resource Conservation and Recovery Act (RCRA) Information Center

703-603-9230

The RCRA Hotline indexes and provides public access to all regulatory materials supporting the Agency's actions under the Resource Conservation and Recovery Act, as amended. The Center also disseminates current technical and non-technical Office of Solid Waste publications.

Resource Conservation and Recovery Act (RCRA) Information Hotline - Region 9

(AZ, CA, HI, NV, AS, GU)

415-744-2074

This Hotline responds to requests for information on hazardous waste identification, generators, transporters, treatment, storage and disposal facilities, recycling sites, and export and import specific to Region 9.

WasteWise/Waste Reduction Helpline

800-EPA-WISE (800-372-9473)

www.epa.gov/wastewise

The WasteWise Helpline can answer both general program questions and specific technical questions on solid waste reduction.

SPILLS

Emergency Response Office Notification - "Spill Hotline" (for AZ, CA, HI, NV, AS, GU)

415-744-2000

The Hotline attendant screens all calls and transfers callers, when appropriate, to EPA's technical assistance team and/or the Emergency Response Office Duty Officer.

National Response Center (NRC)

800-424-8802

www.epa.gov/superfund/programs/er/nrs/nrsnrc

The National Response Center is the Federal government's national communications center, which is staffed 24 hours a day by U.S. Coast Guard officers and marine science technicians. The NRC receives all reports of releases involving hazardous substances and oil that trigger the federal notification requirements under several laws. Reports to the NRC activate the National Contingency Plan and the Federal government's response capabilities.

STRATOSPHERIC OZONE

Ozone Protection Hotline [Stratospheric Ozone and Refrigerants (CFCs/HCFCs) Information]

800-296-1996

www.epa.gov/ozone

The Hotline offers consultation on ozone protection regulations and requirements under Title VI of the Clean Air Act Amendments (CAAA) of 1990, covering key aspects of the production, use, and safe disposal of ozone-depleting chemicals.

STORM WATER

Storm Water Phase II Information

202-260-5816

www.epa.gov/owm/sw/phase2

Callers can request a copy of the final Phase II rule or fact sheets related to this rule.

SUPERFUND

Beebe Waste Oil Superfund Site Enforcement Hotline - Region 1 - (CT, ME, NH, RI, VT)

888-294-6980

www.epa.gov/region01/osrr/beede/contact

This hotline was established to share information about the Beebe Waste Oil Superfund site.

Potential Responsible Party Hotline - Region 2 (NY, NJ, PR, VI)

800-637-4290 or New York local calling area: 212-637-4290

This Hotline receives information from the public concerning potential responsible parties related to Superfund sites in Region 2.

Superfund Health Risk Technical Support Center

513-569-7300

The Superfund Health Risk Technical Support Center (STSC) provides human health toxicity and risk assessment information to Federal Superfund sites, State Superfund sites and private sites. STSC also provides support to EPA documents, including the Risk Assessment guidance for Superfund (Volume 1), Human Health Evaluation Manual (Part A) and the Health Effects Assessment Tables (HEAST).

Superfund Information

800-535-0202

www.epa.gov/superfund/tools/sfinfo.htm

The Center provides descriptions of materials that are available free of charge from the EPA's Superfund program. Directions for requesting the described documents are provided.

Superfund and Ombudsman Hotline - Region 1 (CT, ME, NH, RI, VT)

617-918-1111

www.epa.gov/region01

The Hotline serves as a communication link between the public and the Regional Ombudsman and is the initial point of contact for the public. The Hotline refers calls to the Regional Ombudsman for assistance when the public's concerns cannot be resolved through normal Superfund channels.

Superfund/Resource Conservation and Recovery Act (RCRA) Community Relations Office Information Line - Region 9 (AZ, CA, HI, NV, AS, GU)

800-231-3075 (From area codes 415, 707, 512, and northern portion of 408) or 415-744-2423

This Line offers callers information concerning hazardous waste sites located in Region 9.

TOXIC SUBSTANCES

Office of Pollution Prevention and Toxics - OPPT

202-260-7099

This OPPT Non-confidential Information Center houses the public dockets for Toxic Substances Control Act (TSCA) and Toxic Release Inventory (TRI) rulemaking actions, the administrative record for TSCA and non-confidential case files for documents submitted under TSCA.

Office of Pollution Prevention and Toxics - Small Business & Industry Liaison

202-260-1772

www.epa.gov/opptintr

This Hotline provides access to the liaison between small businesses and industry and EPA's Office of Pollution Prevention and Toxics.

Toxic Release Inventory - User Support Service (TRI-US)

202-260-1531

The Toxic Release Inventory (TRI) User Support Service offers specialized assistance to individuals seeking TRI data and also distributes TRI-related documents.

Toxic Substances Control Act (TSCA) Assistance and Asbestos Information Service (TAIS)

202-554-1404

Also known as the TSCA Hotline, the TAIS provides technical assistance, information, and support documents to industry and the public about programs implemented under TSCA such as Significant New Use Rules (SNURs), Chemical Testing and Information Gathering, Premanufacturing Notices, the Asbestos Hazard Emergency Response Act (AHERA), the Presidential Lead-Based Paint Hazard Reduction Act (Title X of TSCA), and the Pollution Prevention Act (PPA).

WASTEWATER

National Small Flows Clearinghouse Hotline

800-624-8301

www.nsfc.wvu.edu

The Hotline provides information and technical assistance to help small communities and homeowners reach practical, affordable solutions to their wastewater treatment problems. NSFC provides a toll free hotline staffed by professional engineers, free newsletters, over 300 low cost information products, Internet services, and outreach services.

Water Resource Center

202-260-7786

The Hotline provides library and information services to the public and to EPA staff on Office of Water programs, and responds to reference questions and allows callers to order documents related to the Center.

WETLANDS

Wetlands Information Hotline

800-832-7828 or 703-748-1304

www.epa.gov/owow/wetlands

The Hotline responds to requests for information about wetlands regulation, legislation and policy pursuant to Section 404 of the Clean Water Act, and responds to questions concerning the value and function of wetlands and options for their protection, as well as wetlands agricultural issues. The Hotline also responds to requests for certain wetlands publications.

EPA OFFICES AND CONTACTS

Office of Policy, Economics and Innovation (OPEI) - Home to many of EPA's innovative efforts, as well as the Small Business Division/Small Business Ombudsman. OPEI contacts who may be useful to small businesses:

Communications and Outreach	Karen Burgan	202-564-6557
Community-based Environmental Protection	Kristina Heinemann	202-260-5355
Innovative Pilot Projects	Donna Perla	202-260-0495
One-Stop Reporting	Mary McCaffery	202-564-0200
Partnership Programs	Rebecca Nachtrieb	202-260-7423
Performance Track	Toll-free Number	888-339-PTRK
Plain Language	Jane Stewart or	202-564-6559
	Tony Britten	202-564-6578
Policy and Program Change	George Wyeth	202-260-7726
Regulatory Management	Paul Lapsley	202-564-6561
Reinvention and Innovation	Jay Benforado	202-564-4332
Sector Strategies: Sustainable Industries Program	Bob Benson	202-260-8668
Small Business Legislative Issues	Tom McCully	202-564-6582
Small Business Division/Small Business Ombudsman	Karen Brown	202-260-1390
SBREFA Advocacy Chair	Tom Kelly	202-564-4000
SBREFA Panels	Stuart Miles-McLean	202-564-6581
Small Communities	Shirley Howard	202-564-6571
Smart Growth	Geoff Anderson	202-260-2769

Small Business Division/Small Business Ombudsman - The Division has a hotline (800-368-5888) for small businesses to call with questions (callers are not required to identify themselves) or contact individual staff dedicated to small business issues:

Main Office Number		202-260-0490
Toll-free Hotline		800-368-5888
Small Business Ombudsman	Karen Brown	202-260-1390
Air; Asbestos; Water	Arnold Medbery	202-260-1787
Asbestos; Lead; Radon	Larry Tessier	202-260-1946
Hazardous Waste; TRI; EPCRA	James Malcolm	202-260-1616
Water	Tom Nakley	202-260-1863

Regional Small Business Liaisons - Located in EPA's regional offices, liaisons serve as a convenient local access point for small businesses by providing a local option for obtaining compliance assistance information and other helpful assistance resources.

Region 1 (CT, ME, MA, NH, RI, VT)	Dwight Peavy	617-918-1829
Region 2 (NJ, NY, PR, VI)	John Wilk	212-637-3918
Region 3 (DE, DC, MD, PA, VA, WV)	Toll Free or	800-221-8711
	David Byro	215-814-5563
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	Annette Hill	404-562-8287
Region 5 (IL, IN, MI, MN, OH, WI)	Glynis Zywicki	312-886-4571
Region 6 (AR, LA, NM, OK, TX)	Toll Free or	800-887-6063
	David Gray	214-665-2200
Region 7 (IA, KS, MO, NE)	Janette Lambert	913-551-7768
Region 8 (CO, MT, ND, SD, UT, WY)	Robert Laidlaw	303-312-7064
Region 9 (AZ, CA, HI, NV, AS, GU)	Mark Samolis	415-744-2331
Region 10 (AK, ID, OR, WA)	Bill Dunbar	206-553-1203

Office of Air and Radiation (OAR) - Oversees air and radiation protection activities of the Agency, including national programs, technical policies and regulations.

Air Control Technology Assistance Center	Main Office	919-541-5437
Coatings Rules	Kim Teal	919-541-5580
Energy Star - Small Business	Jerry Lawson or	202-564-9314
	Dona Canales-Higgins	202-564-1353
Federal Small Business Assistance	Deborah Elmore	919-541-5437
General Information and Issues	Tom Eagles	202-564-1952
Satellite Broadcasts/Training	Dennis Doll	919-541-5693
Transportation and Air Quality	Lori Stewart	202-564-1104

Radiation and Indoor Air	Deborah Gentry	202-564-9346
Stratospheric Ozone	Cindy Newberg	202-564-9729
Acid Rain	Rosemary Wolfe	202-564-9176

Office of Congressional and Intergovernmental Relations (OCIR) - Serves as EPA's principal point of contact for Congress, States and local governments. The Office serves as liaisons with these constituencies on the Agency's major programs (e.g., Air/Pesticides, Water, Waste) as well as on intergovernmental issues.

Small Business Issues	Michelle McKeever	202-564-3688
Legislative Counsel	Mark Stevens	202-564-3707

Office of Enforcement and Compliance Assistance (OECA) - OECA's Communication and Small Business Liaison coordinates OECA's small business and sector efforts and works with each division to minimize negative impacts on programs and activities that may affect small business.

Communications and Small Business Liaison	Ginger Gotliffe	202-564-7072
Small Business Policy	Ginger Gotliffe	202-564-7072
Small Communities	Ken Harmon	202-564-7049
SBREFA 213-223	Fran Jones	202-564-7043
SBREFA - General	Carolyn Dick	202-564-4007
Cross-cutting Issues	Karen Leff	202-564-7068
Audit Policy	Catherine Dunn	202-564-2629
Audit Protocols	Richard Satterfield	202-564-2456
Compliance Assistance Centers	Tracy Back	202-564-7076
Innovations in Compliance Assistance	Gina Bushong	202-564-2242
Performance Measurement	Lynn Vendinello	202-564-7066
UST Enforcement	David Nielson	202-564-4022
Paperwork Reduction	Milton Robinson	202-564-2538
Environmental Justice	Robert Knox or Barry Hill	202-564-2515 202-564-2515

Office of Environmental Information (OEI) - Helps ensure that EPA collects high quality environmental information and makes it available to the American public.

Outreach Coordinator	Don Flattery	202-564-4677
Paperwork Burden Reduction	Rick Westlund	202-260-2745

Office of Prevention, Pesticides and Toxic Substances (OPPTS) - The OPPTS Small Business Ombudsman provides small businesses with information about programs managed by OPPTS.

Small Business Liaison/TRI Ombudsman	Frank Neuman	202-260-1772
General Information and Issues	Priscilla Flattery	202-260-2718
Antimicrobial Ombudsman	Yvette Hopkins	703-308-6214
Biopesticides Ombudsman	Bob Torla	703-308-8098
Chemical Testing & Information Gathering	Frank Kovar	202-260-8130
Design for Environment	John Sparks	202-260-1682
Environmental Accounting	Kristin Pierre	202-260-3068
High Production Volume Chem./Challenge Program	Barbara Leczynski	202-260-3945
Pesticides Registration Ombudsman	Linda Arrington	703-305-5446
PMN Prenotice Coordination	Dave Schutz or Miriam Wiggins-Lewis or Adella Watson	202-260-8994 202-260-3937 202-260-3752
Pollution Prevention (P2)	Lena Ferris or	202-260-2237
P2	Dave Kling or	202-260-3557
P2	Ed Weiler	202-260-2996
P2 State Coordinator	Christopher Kent	202-260-3480

Office of Research and Development (ORD) - Conducts research and fosters the sound use of science and technology in fulfilling EPA's mission to protect human health and safeguard the environment.

General Information and Issues	Steve Lingle	202-564-6820
Small Business Innovation Research (SBIR)	Jim Gallup	202-564-6823

Environmental Technology Verification Program Penny Hansen 202-564-3212
Office of Small and Disadvantaged Business Utilization (OSDBU) - Develops programs to stimulate and improve the involvement of socioeconomic businesses in the overall Agency's acquisition process.

Director	Jeanette Brown	202-564-4100
General Questions and Issues	Trina Porter	202-564-4322
National Training Officer	Elaine Rice	202-564-4141

OSDBU Minority and Women-Owned Business Program Coordinators

Headquarters	Lupe Saldana	202-564-5353
Region 1 (CT, ME, MA, NH, RI, VT)	Sharon Molden	617-918-1062
Region 2 (NJ, NY, PR, VI)	Otto Salamon	212-637-3417
Region 3 (DE, DC, MD, PA, VA, WV)	Romona McQueen	215-814-5155
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	Rafael Santamaria or Matt Robbins	404-562-8110 404-562-8371
Region 5 (IL, IN, MI, MN, OH, WI)	Robert Richardson	312-353-5677
Region 6 (AR, LA, NM, OK, TX)	Debora Bradford	214-665-7406
Region 7 (IA, KS, MO, NE)	Anthony Lamaster	913-551-7228
Region 8 (CO, MT, ND, SD, UT, WY)	Maurice Velasquez	303-312-6862
Region 9 (AZ, CA, HI, NV, AS, GU)	Joe Ochab	415-744-1628
Region 10 (AK, ID, OR, WA)	Michael Letourneau	206-553-1187

Office of Solid Waste and Emergency Response (OSWER) - Specific contacts designated by OSWER for small business communications:

General Questions and Issues	David Nicholas	202-260-4512
Chemical Emergency Preparedness & Prevention		
Office - Small Business Liaison	Carole Cameron	202-260-7938
112 Risk Management Plans	Carole Cameron	202-260-7938
EPCRA 311-312 Issues	David Speights	202-260-4492
Integrated Contingency Plan ("One Plan")	Bill Finan	202-260-0030
RCRA/Superfund Ombudsman	Bob Martin	202-260-5715
Underground Storage Tanks (UST)	Sammy Ng	703-603-7166

Regional OSWER/Superfund Ombudsmen

Region 1 (CT, ME, MA, NH, RI, VT)	John Smaldone	617-918-1291
Region 2 (NJ, NY, PR, VI)	Toll Free	888-283-7626
	George Zachos	732-321-6621
	Martin Freeman	732-906-6933
Region 3 (DE, DC, MD, PA, VA, WV)	Toll Free	800-438-2474
	Ken Kryszczun	215-814-3311
Region 4 (AL, FL, GA, KY, MS, NC, SC, TN)	Toll Free	800-241-1754
	Kathleen Curry	404-562-9548
Region 5 (IL, IN, MI, MN, OH, WI)	Toll Free	800-621-8431
	Doug Ballotti	312-886-4752
	Jeff Clay	312-353-6261
Region 6 (AR, LA, NM, OK, TX)	Toll Free	800-533-3508
	Arnold Ondarza	214-665-6790
Region 7 (IA, KS, MO, NE)	Toll Free	800-223-0425
	Craig W. Smith, P.E.	913-551-7683
Region 8 (CO, MT, ND, SD, UT, WY)	Toll Free	800-227-8917 x6025
	Sonya Pennock	303-312-6600
Region 9 (AZ, CA, HI, NV, AS, GU)	Toll Free	800-231-3075
	Sally Seymour	415-744-1022
	Debbie Schechter	415-744-2178
Region 10 (AK, ID, OR, WA)	Toll Free	800-424-4372
	Lauri Hennessey	206-553-6638

Office of State and Local Relations (OSLR) - Directs scarce public resources toward improving environmental results through flexible agreements between EPA and States.

Small Entities	Jim Wieber	202-564-3662
Small Towns	Steve Wilson	202-564-3646
Small Communities	Andy Hanson	202-564-3664

Office of Water (OW) - for information about EPA's programs, regulations and activities relating to drinking water, water quality, ground water, pollution source standards and the protection of wetlands, marine and estuarine areas:

General Information and Issues	Jeff Peterson or Kitty Miller	202-260-5700 202-260-3722
Environmental Management Systems	Jim Horne	202-260-5802
Metal Products and Machinery Rule	Shari Zuskin Barash	202-260-7130
Pre-treatment Streamlining Rule	Patrick Bradley	202-260-6963
Small Systems Guide	Tom Grubs	202-260-7270
Storm water Permits/Phase II	Wendy Bell	202-260-9534
Test Acceptability Criteria	Peter Shanaghan	202-260-5813
WAVE Program	John Flowers	202-260-7288

ABBREVIATIONS AND ACRONYMS

AFS	AIRS Facility Subsystem
AHERA	Asbestos Hazard Emergency Response Act
Air RISC	Air Risk Information Center Hotline
AIRS	Aerometric Information Retrieval System
AIRS	Anemometric Information Retrieval System
AQS	Air Quality Subsystem
BASINS	Better Assessment Science Integrating Point and Nonpoint Service
CAAA	Clean Air Act Amendments of 1990
CATC	Clean Air Technology Center
CCAR	Coordinating Committee for Auto Repairs
CEAM	Center for Exposure Assessment Modeling
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
CFCs	Chlorofluorocarbons (Freon)
CHIEF	Clearinghouse for Inventories and Emission Factors
DfE	Design for the Environment
EFIN	Environmental Financing Information Network
EISC	Environmental Information Service Center
EMPACT	Environmental Monitoring for Public Access and Community Tracking
EMS	Environmental Management System
EOG	Education and Outreach Group
EPCRA	Emergency Planning & Community Right-to-Know Act
ERP	(Massachusetts) Environmental Results Program
FedSite	Federal Facilities Compliance Assistance Center
HBCUs	Historically Black Colleges and Universities
HCFC	Hydrochlorofluorocarbon
HEAST	Health Effects Assessment Tables
HVAC	Heating-Ventilating/Air Conditioning
IAQ	Indoor Air Quality
ICE	Institute for Corporate Environmental Mentoring
INFOTERRA	International Environmental Referral and Research Network
IPM	Integrated Pest Management
IRIS	Integrated Risk Information System
LGEAN	Local Government Environmental Assistance Network
LGR	Local Government Reimbursement (Program)
MBICAP	Maryland Business-Industry Compliance Assistance Project
MICE	Methods Information Communication Exchange Service
NCC	National Computer Center
NEEAT	New England Environmental Assistance Team
NCEPI	National Center for Environmental Publications and Information
NEPIS	National Environmental Publications Internet Site
NETSCO	National Environmental Training Center for Small Communities
NHIAQ	National Hispanic Quality Hotline
NLIC	National Lead Information Center
NPTN	National Pesticide Telecommunications Network
NRC	National Response Center
NSCEP	National Science Center for Environmental Publications
NSFC	National Small Flows Clearinghouse
OAQPS	Office of Air Quality Planning and Standards
OAR	Office of Air and Radiation
OCIR	Office of Congressional and Intergovernmental Relations
OECA	Office of Enforcement and Compliance Assistance
OEI	Office of Environmental Information
OPA	Oil Pollution Act
OPEI	Office of Policy, Economics and Innovation
OPPT	Office of Pollution Prevention and Toxics
OPPTS	Office of Prevention, Pesticides, and Toxic Substances
ORD	Office of Research and Development
OSDBU	Office of Small and Disadvantaged Business Utilization
OSLR	Office of State and Local Relations
OSW	Office of Solid Waste
OSWER	Office of Solid Waste and Emergency Response
OW	Office of Water
P2	Pollution Prevention
P2Rx	Pollution Prevention Resource Exchange
PAYT	Pay-As-You-Throw

PESP	Pesticide Environmental Stewardship Program
PIC	Public Information Center
PMN	Pre-manufacture Notice
PNEAC	Printer's National Compliance Information Assistance Center
PPA	Pollution Prevention Act
PPIC	Pollution Prevention Information Clearinghouse
RBLC	Reasonably Available Control Technology/ <u>B</u> est Available Control Technology/ <u>L</u> owest Achievable Emission Rate <u>C</u> learinghouse
RCRA	Resource Conservation and Recovery Act
RFA	Regulatory Flexibility Act
RMP	Risk Management Program
RSKERL	Robert S. Kerr Environmental Research Laboratory
SBAP	Small Business Assistance Program
SBDC	Small Business Development Center
SBIR	Small Business Innovation Research
SBO	Small Business Ombudsman
SBREFA	Small Business Regulatory Enforcement Fairness Act
SNUR	Significant New Use Rule
SPCC	Spill Prevention, Control & Countermeasures
SIC	Subsurface Rededication Information
STORET	STORage and RETrieval
NTSC	Superfund Health Risk Technical Support Center
TAIS	Toxic Assistance Information Service
TERM	Transportation Environmental Resource Center
TRI	Toxic Release Inventory
TSCA	Toxic Substances Control Act
TEN	Technology Transfer Network
USED	Underground Storage Tank Program
WAVE	Water Alliances for Voluntary Efficiency
WET	Whole Effluent Toxicity
WIMP	Waste Isolation Pilot Plant

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FEEDBACK FORM - SUBMIT YOUR SUGGESTIONS

Please send this form to:

Small Business Ombudsman/Small Business Division
U.S. Environmental Protection Agency
Ariel Rios Bldg.
1200 Pennsylvania Ave. NW (1808)
Washington, DC 20460

Or Fax to: 202-401-2302

PLEASE COMPLETE:

Suggestion refers to which heading/topic (or page number) in this Resource Guide?

List your suggestions here *or* use a separate sheet and attach to this form:

[illegible]

Name_____

Office/Organization/Business_____

Phone Number _____ / _____ E-mail _____